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*** It is now 6/18/2008 10:36:28 AM ***

Welcome to DialogLink - Version 5 Revolutionize the Way You Work!

New on Dialog

Order Patent and Trademark File Histories Through Dialog

Thomson File Histories are now available directly through *Dialog*. Combined with the comprehensive patent and trademark information on *Dialog*, file histories give you the most complete view of a patent or trademark and its history in one place. When searching in the following patent and trademark databases, a link to an online order form is displayed in your search results, saving you time in obtaining the file histories you need.

Thomson File Histories are available from the following *Dialog* databases:

- CLAIMS/Current Patent Legal Status (File 123)
- CLAIMS/U.S. Patents (File 340)
- Chinese Patent Abstracts in English (File 344)
- Derwent Patents Citation Index (File 342)
- Derwent World Patents Index (for users in Japan) (File 352)
- Derwent World Patents Index First View (File 331)
- Derwent World Patents Index (File 351)
- Derwent World Patents Index (File 350)
- Ei EnCompassPat (File 353)
- European Patents Fulltext (File 348)
- French Patents (File 371)
- German Patents Fulltext (File 324)
- IMS Patent Focus (File 447, 947)
- INPADOC/Family and Legal Status (File 345)
- JAPIO - Patent Abstracts of Japan (File 347)
- LitAlert (File 670)
- U.S. Patents Fulltext (1971-1975) (File 652)

- U.S. Patents Fulltext (1976-present) (File 654)
- WIPO/PCT Patents Fulltext (File 349)
- TRADEMARKSCAN - U.S. Federal (File 226)

DialogLink 5 Release Notes

New features available in the latest release of DialogLink 5 (August 2006)

- Ability to resize images for easier incorporation into DialogLink Reports
- New settings allow users to be prompted to save Dialog search sessions in the format of their choice (Microsoft Word, RTF, PDF, HTML, or TEXT)
- Ability to set up Dialog Alerts by Chemical Structures and the addition of Index Chemicus as a structure searchable database
- Support for connections to STN Germany and STN Japan services

Show Preferences for details

? Help Log On Msg

*** ANNOUNCEMENTS ***

"Thomson File Histories" are now available directly through Dialog in selected patent and trademark files. Combined with the comprehensive patent and trademark information on Dialog, file histories give you the most complete view of a patent or trademark and its history in one place. When searching in one of the patent and trademark databases, a link to an online order form is displayed in your search results, saving you time in obtaining the file histories you need. See HELP FILEHIST for more information about how to use the link and a list of files that contain the link.

The 2008 Emtree Thesaurus has been added to EMBASE (Files 72, 73, 772, and 972)

RESUMED UPDATING

***File 120, U.S. Copyrights

RELOADS COMPLETED

***File 156, ToxFile (annual reload)

FILES REMOVED

***Files 476/Financial Times & 473/Financial Times Abstracts

***Files 359,959,804, Chemical Economics Handbook

***Files 360,960, Specialty Chemicals Update Program

>>>For the latest news about Dialog products, services, content<<<

>>>and events, please visit What's New from Dialog at <<<

>>><http://www.dialog.com/whatsnew/>. You can find news about <<<

>>>a specific database by entering HELP NEWS <file number>. <<<

? Help Off Line

* * *

Connecting to William Allen - Dialog - 290617

Connected to Dialog via SMS002242361

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15,275,16,160,148,635,9,610,810,570,624,621,636,634,20,476,35,583,65,2,474,256,475,99

>>>Help is not available for B15

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? b

15,275,16,160,148,635,9,610,810,570,624,621,636,634,20,476,35,583,65,2,474,256,475,99

>>>W: 476 does not exist

1 of the specified files is not available

[File 15] ABI/Inform(R) 1971-2008/Jun 17

(c) 2008 ProQuest Info&Learning. All rights reserved.

[File 275] Gale Group Computer DB(TM) 1983-2008/Jun 10

(c) 2008 The Gale Group. All rights reserved.

[File 16] Gale Group PROMT(R) 1990-2008/Jun 12

(c) 2008 The Gale Group. All rights reserved.

*File 16: Because of updating irregularities, the banner and the update (UD=) may vary.

[File 160] Gale Group PROMT(R) 1972-1989

(c) 1999 The Gale Group. All rights reserved.

[File 148] Gale Group Trade & Industry DB 1976-2008/May 29

(c) 2008 The Gale Group. All rights reserved.

**File 148: The CURRENT feature is not working in File 148. See HELP NEWS148.*

[File 635] Business Dateline(R) 1985-2008/Jun 14

(c) 2008 ProQuest Info&Learning. All rights reserved.

[File 9] Business & Industry(R) Jul/1994-2008/Jun 11

(c) 2008 The Gale Group. All rights reserved.

[File 610] Business Wire 1999-2008/Jun 18

(c) 2008 Business Wire. All rights reserved.

**File 610: File 610 now contains data from 3/99 forward. Archive data (1986-2/99) is available in File 810.*

[File 810] Business Wire 1986-1999/Feb 28

(c) 1999 Business Wire . All rights reserved.

[File 570] Gale Group MARS(R) 1984-2008/Jun 12

(c) 2008 The Gale Group. All rights reserved.

[File 624] McGraw-Hill Publications 1985-2008/Jun 17

(c) 2008 McGraw-Hill Co. Inc. All rights reserved.

**File 624: Homeland Security & Defense and 9 Platt energy journals added Please see HELP NEWS624 for more*

[File 621] Gale Group New Prod.Annou.(R) 1985-2008/May 29

(c) 2008 The Gale Group. All rights reserved.

[File 636] Gale Group Newsletter DB(TM) 1987-2008/Jun 11

(c) 2008 The Gale Group. All rights reserved.

[File 634] San Jose Mercury Jun 1985-2008/Jun 14

(c) 2008 San Jose Mercury News. All rights reserved.

[File 20] Dialog Global Reporter 1997-2008/Jun 17

(c) 2008 Dialog. All rights reserved.

[File 35] Dissertation Abs Online 1861-2008/Nov

(c) 2008 ProQuest Info&Learning. All rights reserved.

[File 583] Gale Group Globalbase(TM) 1986-2002/Dec 13

(c) 2002 The Gale Group. All rights reserved.

**File 583: This file is no longer updating as of 12-13-2002.*

[File 65] Inside Conferences 1993-2008/Jun 17

(c) 2008 BLDSC all rts. reserv. All rights reserved.

[File 2] INSPEC 1898-2008/May W3

(c) 2008 Institution of Electrical Engineers. All rights reserved.

[File 474] New York Times Abs 1969-2008/Jun 18

(c) 2008 The New York Times. All rights reserved.

[File 256] TecInfoSource 82-2008/Jun

(c) 2008 Info.Sources Inc. All rights reserved.

[File 475] Wall Street Journal Abs 1973-2008/Jun 18
(c) 2008 The New York Times. All rights reserved.

[File 99] Wilson Appl. Sci & Tech Abs 1983-2008/Apr
(c) 2008 The HW Wilson Co. All rights reserved.

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? s (bulletin-board or message-board or discussion-board or ((bulletin or message or solicitation or discussion)(n3)(board or site or page)) or BBS)(s)(company or corporat? or organization or business) and py<2004

>>W: Parentheses do not balance

>>E: There is no result

? s (bulletin-board or message-board or discussion-board or ((bulletin or message or solicitation or discussion)(n3)(board or site or page)) or BBS)(s)(company or corporat? or organization or business) and py<2004

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5 BULLETIN-BOARD
0 MESSAGE-BOARD
0 DISCUSSION-BOARD

877313 BULLETIN

2535090 MESSAGE

875192 SOLICITATION

2436501 DISCUSSION

10438522 BOARD

13680532 SITE

3819435 PAGE

665360 (((BULLETIN OR MESSAGE) OR SOLICITATION) OR DISCUSSION) (3N) ((BOARD OR
SITE) OR PAGE)

31651 BBS

52273454 COMPANY

18180863 CORPORAT?

5359120 ORGANIZATION

60271068 BUSINESS

367952 (((BULLETIN-BOARD OR MESSAGE-BOARD) OR DISCUSSION-BOARD)... OR
BBS) (S) (((COMPANY OR CORPORAT?) OR ORGANIZATION) OR BUSINESS)

92237732 PY<2004

S1 205576 S (BULLETIN-BOARD OR MESSAGE-BOARD OR DISCUSSION-BOARD OR ((BULLETIN OR
MESSAGE OR SOLICITATION OR DISCUSSION) (N3) (BOARD OR SITE OR PAGE)) OR BBS) (S) (COMPANY OR
CORPORAT? OR ORGANIZATION OR BUSINESS) AND PY<2004

? s sl(s)(supplier or vendor or merchant)(regist?) and (purchas? or buy? or procur?)

>>W: Invalid syntax

>>>E: There is no result

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205576 S1

2696335 SUPPLIER

1499810 VENDOR

673884 MERCHANT

7218591 REGIST?

125 S1(S)((SUPPLIER OR VENDOR) OR MERCHANT)(S)REGIST?

10043161 PURCHAS?

11828274 BUY?

1133939 PROCUR?

S2 46 S S1(S)(SUPPLIER OR VENDOR OR MERCHANT)(S)(REGIST?) AND (PURCHAS? OR BUY?
OR PROCUR?)

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S3 37 RD S2 (UNIQUE ITEMS)

? t s3/medium,k/all

3/K/1 (Item 1 from file: 15)

ABI/Inform(R)

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00899123 95-48515

How to distinguish dolphins from sharks

Fenn, David

Personnel Management v26n8 pp: 32-35

Aug 1994

ISSN: 0031-5761 Journal Code: PMA

Word Count: 2434

Abstract:

...is presented of TECassure, a system that was developed by Performance Audit Ltd. so that buyers of consultancy services could choose from a short list of providers, safe in the knowledge...

Text:

...clear need for a more objective approach -- one that could inspire both confidence in the buyer and a sense of pride in the supplier. The TECs, authorising hundreds of consultants every...

...and were keen to solve it.

I decided to try to develop a system whereby buyers of consultancy services could choose from a shortlist of providers, safe in the knowledge that...

...remit of investigating the dimensions associated with consultancy delivery, and designing a program from which buyers could obtain a shortlist of suppliers who matched their specific requirements.

We started with desk...training providers and Investors in People

consultants -- key areas of activity for TECs.

The 'TECassure' supplier register now forms a national network of 22 TECs, predominantly in the south-east, and the system is serving a catchment area representing some 50 per cent of the British business community. The system is networked to provide bulletin board communications between participating TECs. Over 1,500 consultants have achieved registration, with around 50 new applicants seeking to join every month and 20 to 30 being...

3/K/2 (Item 2 from file: 15)

ABI/Inform(R)

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00583186 91-57533

Product Comparison: Database Building Blocks

Duncan, Judy

InfoWorld v13n46 pp: 87-108

Nov 18, 1991

ISSN: 0199-6649 Journal Code: IFW

Word Count: 13056

Text:

...outperformed our code, although they had to use a system function documented in a separately purchased manual to accomplish this feat. This confirms the long-standing claims of Revelation programmers: You... card and global index.

If you want to become an Advanced Revelation guru, you can buy supplementary documentation from Revelation Technologies. Score: Good.

EASE OF LEARNING

Like all of the products...line to registered users. The vendor will also answer questions over fax, a private electronic bulletin board, and CompuServe. There is a free quarterly magazine, extended corporate support plans, a 90-day money-back guarantee, and extended support hours (6 a.m...interfaces, most programmers will still use procedural code for reporting and processing. (Or, you can purchase a third-party product, such as 2E Software's 2E Report Object for \$179.) The...free line, fax, and a CompuServe forum. Corporate support plans also are available. If you purchase DataFlex directly from the vendor and as an evaluation copy, a 30-day money-back...1,495 (up from \$1,250) and \$350 (previously \$300), respectively.

You can now also purchase an unlimited run-time kit for single-user applications for \$1,995 (there is no...

...can execute with a full FoxPro package or a run-time version. If you've purchased the distribution kit, a separate product, you can build a stand-alone executable file. (However...

3/K/3 (Item 3 from file: 15)

ABI/Inform(R)

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00380242 87-39076

PC Software's Big Three: Giants Nurture, Rely on Aftermarket Firms

Sullivan, Kristina B.

Computerworld v21n44 pp: SR31

Nov 2, 1987

ISSN: 0010-4841 Journal Code: COW

Abstract:

...developers have become critical to Lotus Development Corp.'s strategy for staying a top software company. They are part of an aftermarket that has grown up around Lotus' 1-2-3...

...These large companies, to varying degrees, cooperate with the third-party developers and encourage the purchase of their products.

Lotus broadly supports all those registering with the company and has issued a mail-order catalog of some 50 third-party aftermarket products. Lotus...

...future products. Lotus, however, is fighting 1-2-3 clone makers, another type of aftermarket vendor. Ashton-Tate holds an annual conference in support of its developer community and has a Developer Registry that includes 892 software products and 1,140 dBASE consultants. Microsoft's Independent Software Vendors program provides a bulletin board service for third-party firms.

3/K/4 (Item 1 from file: 275)

Gale Group Computer DB(TM)

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02427753 Supplier Number: 64343696 (Use Format 7 Or 9 For FULL TEXT)

Biz-To-Biz Buzz 0.(News Briefs)

Newsbytes , NWSB0023002A

August 17, 2000

Language: English Record Type: Fulltext

Word Count: 655 Line Count: 00060

...conduct and manage e-commerce transactions across indirect and direct channels, Internet markets and e-procurement systems. The company's products will be marketed under the North Systems Inc. brand name...

...has launched its new B2B portal at <http://www.newagebiz.com> , which features industry news, business and marketing advice, a new product listing and review forum, an interactive business discussion board and a supplier guide, that the company claims has more than 350 wholesalers, manufacturers and distributors. The company says that suppliers listed in the guide pay a fee for upgraded services such as keyword search listings, bold listings and business descriptions, and entrance to the site is limited to New Age business owners who register and supply the company with demographic data.

AdhesivesMart.Com Forms IndustryMarts

AdhesivesMart.com has formed a new company called...

...developing Internet-based marketplaces that enable engineers and designers to "quickly and conveniently identify and purchase specialty industrial products that meet their specific needs." IndustryMarts says it will "create four to five new highly specific marketplaces modeled on the success of AdhesivesMart.com, which brings together buyers and sellers through the Internet's largest

searchable database of industrial adhesives." AdhesivesMart started its...

3/K/5 (Item 1 from file; 16)

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07424551 Supplier Number: 62200011 (USE FORMAT 7 FOR FULLTEXT)

Chase Gets Positive.(Company Operations)

Bank Technology News , v 14 , n 5 , p 33

May , 2000

Language: English Record Type: Fulltext

Document Type: Magazine/Journal ; Trade

Word Count: 2854

Supplier Number: (USE FORMAT 7 FOR FULLTEXT)

Text:

New York-based Chase Manhattan Bank is preparing to launch a system that allows corporate clients to reconcile their checking accounts through the Internet. The technology, called the Positive Pay...

...says Lisa Burghardt, assistant vice president in the Chase Treasury Solutions division. Presently, when Chase business customers write checks, they send a list of the drafts to the bank. When the...

...or IME, which provides two-way online communication. Through IME, an Internet server allows a business to send preexisting communications by email, in a secure, "trackable" and "archivable" way, says Mark Pastore, vice president of corporate development for Tumbleweed. "IME is a server that catches a data stream and transfers it...

...Positive Pay builds on IME in that, instead of Chase photocopying and faxing checks to corporate clients, it produces an image of the check and scans the images into the server...

...undisclosed Chase client and "is going well," Burghardt says. Long term, the bank hopes all corporate customers will adopt the Positive Pay software. On the other hand, if a company's Internet capabilities are insufficient, it could take time and money to upgrade them. The...

...its technology. Avivah Litan, research director of payment systems for Stamford, CT-based GartnerGroup, says corporate fears about Internet security is the only stumbling block to IME. The software is a...

...They really take messaging to a finer granularity." IME, he adds, is "important to any company that has to be able to go back and audit and control how employees use...

...presence," with each unit using a different core application, such as for human resources or corporate treasury, Pastore says. As such, the bank wanted a comprehensive platform for electronic messaging. "This...

...File Delivery in June 1999, also built on IME. One of the first lines of business to use the new service was Chase Treasury Solutions, the bank's cash and treasury management unit, which offers corporate clients the ability to access demand deposit account statements and other information from the Internet...

...the Web with a product called LiquidCredit. The system provides Web site visitors with instant purchasing power or other credit through a network that connects all parties involved in the application...

...FICO's," and the San Rafael, CA, firm also dominates in providing decisions for small-business lending. Now LiquidCredit addresses consumers and e-commerce companies' demands for instant decisions on the...

...a quick and easy credit transaction decision-making tool," says Raffi Kassarian, vice president of business development at Fair, "...ability for businesses to design their own decision criteria. LiquidCredit can be used for both business and consumer credit decisions. Companies can use LiquidCredit on their own Web sites or they...

...these institutions a hand in their efforts. Founded in 1998, the New York-based software vendor enables financial companies to build message boards and "hosted chat" sessions into their Web sites...

...Wells Fargo," he says. Eliopoulos did consulting work for Citibank and says its old Web bulletin board—a standard tool for fostering a sense of customer togetherness and brand loyalty—was essentially...

...brokerage customers simply click on a designated Arena link and are transported to a branded message board area where they can post messages and read responses from other customers on a variety...

...Arena also offers another tool to keep its member financial firms competitive—data analysis. The vendor provides information on site users' interests, helping institutions refine their marketing strategies. To safeguard consumer...

...member companies use customer data, deferring liability for any privacy violations to participants. States the company: "Arena does not control the privacy policies of member sites, our advertisers and other third...

...in lieu of advertising on the site; and, down the road, transaction fees

from the business Arena generates for its advertisers. It's easy to implement the Arena service on a...
...terms of time, depending on how long it takes for the right people in the organization to get things going," he notes. At press time, Arena had 17 clients beta testing Internet-only bank, and online brokers At The Bell, Firsttrade and The Stock Register. The company expected to officially launch its product in early April. "There is strength in numbers online...

...of the quarter will introduce software to make cell phones more secure for e-commerce. Merchant acquiring banks should welcome the technology since their business customers are being walloped by credit card fraud on the Internet, and transactions from wireless...

...but draws on several in Baltimore's wireless product line, Telepathy. Combined, they automatically route purchase transactions to a directory where the cell phone certificate is stored. Baltimore's approach builds on prevailing methods of using digital certificates, where certificates are registered within a directory, explains John Fallon, director of technical market development with the Dublin-based...

...when a secure distribution arrangement ensures that the certificate was issued to the intended party. Buying a phone in a store certainly doesn't meet that criterion. The fact that the...

...haven't wanted the bother of installing certificates on their PCs. As consumers start to buy cell phones en masse, the certificate installation problem will be solved if the cell phone...

...In contrast, Fallon says, "Baltimore's Telepathy approach introduces some commonality in that certificates are registered with a (common) directory." Also, Baltimore will work with all phone types, not just GSM...

...The industry consensus is that at least \$1 billion of the \$23 billion in Internet purchases last year were fraudulent, he says. E-commerce via WAP cell phones has moved beyond the test phase. "Consumers are making purchases with cell phones all over Europe, in Asia and, to a lesser extent, in the U.S." Fallon says. "WAP purchases are low in value, but mass market in nature-flowers, cinema tickets, etc." A cautionary...

3/K/6 (Item 2 from file: 16)

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07000299 Supplier Number: 59189085 (USE FORMAT 7 FOR FULLTEXT)

PetQuarters, Inc. Files Form 10-SB to Become Reporting Company Under The Securities Exchange Act of

1934.
PR Newswire , p 2639
Feb 4 , 2000
Language: English Record Type: Fulltext
Document Type: Newswire ; Trade
Word Count: 660
Supplier Number: (USE FORMAT 7 FOR FULLTEXT)

Text:

LONOKE, Ark., Feb. 4 /PRNewswire/ -- PetQuarters, Inc. (OTC Bulletin Board: PDEN) located at www.petquarters.com, the Internet's premier web site catering to pet enthusiasts and the leading Internet and catalog-based supplier of pet supplies, treats, and accessory products announced today that it has filed its Form 10-SB registration with the SEC to become a reporting company under the Securities Exchange Act of 1934. Additionally, the Company announced that it has met its obligation regarding the payment of principal and accrued interest...

...founded in 1997, caters to the needs of pet owners and enthusiasts providing secure, online purchases of thousands of pet supplies and accessories including a private label line of products sold...

3/K/7 (Item 3 from file: 16)
Gale Group PROMT(R)
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06301433 Supplier Number: 54499021 (USE FORMAT 7 FOR FULLTEXT)

ENGLER PLAN WOULD CUT TAXES OF TECH COMPANIES.
LANE, AMY
Crain's Detroit Business , p 6(1)
April 26 , 1999
Language: English Record Type: Fulltext
Document Type: Magazine/Journal ; Trade
Word Count: 483
-

...technology, office equipment, and supplies and transportation.
Each session is scheduled to cover how to register as a

vendor, how state agencies buy goods and services, how to access the state of Michigan's and Michigan Department of Transportation's bulletin-board system and Web sites, how to bid on Michigan Department of Management and Budget and M-DOT construction projects, how minority- and woman- owned businesses can become certified to do business with M-DOT and how to become an M-DOT prequalified construction contractor or consultant...

3/K/8 (Item 4 from file: 16)

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06295851 Supplier Number: 54478078 (USE FORMAT 7 FOR FULLTEXT)

Going, Going, Gone -- Auctions Represent a New Way of Doing Business Online, IDC Says.

PR Newswire, p 3895

April 27, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 639

-

...an infinite number of products and services. Additionally, the Internet provides a central platform for buyers and sellers to trade on a global basis. "Online auctions have been so successful on...

...the company to beat in the online auction market. It has more than 2 million registered users, conducts over \$1 billion of gross merchandise sales annually, and is closing in on...

...is Amazon.com, which recently contracted with 117 small businesses to run auctions on its site.

IDC's bulletin, Online Auctions: The New E-Commerce Enabler (IDC #B18872), discusses online auctions in great detail...

3/K/9 (Item 5 from file: 16)

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05022438 Supplier Number: 47374791 (USE FORMAT 7 FOR FULLTEXT)

AT&T TARGETS SMALL, MEDIUM SIZE FIRMS WITH GOVERNMENT CONTRACT BIDDING SERVICE

Federal Computer Market Report , p 002
May 12, 1997
Language: English Record Type: Fulltext
Document Type: Magazine/Journal ; Trade
Word Count: 270
-

...same fashion as larger corporations with deeper pockets.

The EDI-based service includes forms for registering as a government supplier, a mailbox on the AT&T value-added network, referrals to recommended EDI translation software...

...customized profile that sorts and filters incoming requests for quotations (RFQ) from the Government Bid Board, a public electronic bulletin board where suppliers registered to do business with the government can receive and submit RFQs and requests for proposals (RFP) put out by...

...UMA). With UMA, letters, notes, proposals and CAD/CAM graphics can be sent along with purchase orders, invoices and other standard business forms in the same "envelope" during a single communication...

3/K/10 (Item 6 from file: 16)
Gale Group PROMT(R)
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03896888 Supplier Number: 45613236 (USE FORMAT 7 FOR FULLTEXT)

TOSHIBA ANNOUNCES PENTIUM CD-ROM READY SATELLITE PRO NOTEBOOK
News Release , p N/A
June 19, 1995
Language: English Record Type: Fulltext
Document Type: Magazine/Journal ; Trade
Word Count: 1286
Supplier Number: (USE FORMAT 7 FOR FULLTEXT)

Text:

...the floppy drive module. The CD-ROM module and external floppy drive case can be purchased separately. Multimedia ready, the Satellite Pro 400 Series comes equipped with integrated 16-bit stereo...

...heights in performance," commented Winkler. "A wide range of customers

including field professionals and small business and home users, can now utilize some of the most sophisticated technology in a lightweight... limited warranty for parts and labor, including international coverage in 23 countries at no cost, registration required. For a modest fee, customers may take advantage of other new service programs including an... per- week technical assistance through its toll-free number, 1-800-999-4273, an electronic bulletin board service, a CompuServe forum and dealer referrals for authorized service providers. About Toshiba America Information Systems, Inc. (TAIS) Based on the market share estimates from International Data Corporation (IDC), Toshiba is the leading vendor in the U.S. market for portable computers, holding 18.7 percent of the total...

...2 billion, TAIS consists of seven divisions, which manufacture and market a wide range of business and information-oriented products in the United States. Products include portable computers, disk drives, plain ...

...systems, electronic key telephones and PBX systems and toner products. TAIS is an independent operating company, owned by Toshiba America, Inc., a subsidiary of the \$44.9 billion Toshiba Corporation (the world's 20th largest corporation), a world leader in high technology products with 134 major consolidated subsidiaries worldwide. Recognized as ...

3/K/11 (Item 7 from file: 16)

Gale Group PROMT(R)

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03865946 Supplier Number: 45549267 (USE FORMAT 7 FOR FULLTEXT)

Computervision Offers Innovative Services for DesignPost™ Applications

News Release, p N/A

May 18, 1995

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 784

Supplier Number: (USE FORMAT 7 FOR FULLTEXT)

Text:

...Applications BEDFORD, MA, May 18, 1995 -- A broad range of customer support services for Computervision Corporation's (NYSE:CVN) recently announced DesignPost design automation solutions was announced today by Computervision Servicesr...

...and download software files using this full suite of support productivity tools. In addition, the company announced that the first level of support services, called SupportPost Standard Service, would be available...

...by interrupting a DesignPost session to obtain technical assistance, a customer can access the DesignPost Bulletin Board System (BBS) for help by simply clicking on the "on-line services" icon. Technical experts are also available for assistance by calling a toll-free telephone number. "Our objective as a service organization is to meet our customers' evolving needs for flexible, high-quality, effective support and to...

...responds to that market need." SupportPost Services provide customers with direct connection to the DesignPost BBS which can be accessed via terminal emulator from within a DesignPost session or independently of DesignPost, 24 hours a day, seven days a week. The DesignPost BBS enables customers to electronically transmit service problem reports and enhancement requests. It also provides access...

...Computervision Sales, Authorized Distributors and Value-Added Resellers (VARs). Customer education courses can be also purchased through these channels or from Authorized Training Providers (ATPs).

Company

Background Computervision Corporation is a leading international supplier of desktop and enterprise-wide product development software and services. For more than 25 years, the company's product and process data management (PDM) and design automation (CAE/CAD/CAM) software solutions...

...SupportPost Standard Customers receive SupportPost Standard service at no charge. It is available simply by registering the software with Computervision via the DesignPost Bulletin Board System. SupportPost Standard service provides the following: o 60-day product installation assistance by telephone access to the DesignPost BBS (24 hours a day, seven days a week) o Express-Answer Line (FAXback and Frequently...

...o two authorized contacts per site o maintenance releases o access to Knowledge Database (KDB) Bulletin Board which includes a Problem/Solutions Database and technical Application Notes SupportPost Preferred SupportPost Preferred is...

...o usage assessment reports o scheduled account reviews o four authorized contacts o ability to purchase additional contacts annually Incident Packs Customers may also purchase "just-in-time" Incident Packs which provide service via phone support. Incident Packs are: o...

...occasional support o available via credit card using toll-free number or included with product purchase.

3/K/12 (Item 1 from file: 148)

Gale Group Trade & Industry DB

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0019717532 Supplier Number: 53561208 (USE FORMAT 7 OR 9 FOR FULL TEXT)

MICROSTRATEGY: MicroStrategy helps Kansas City-based building materials retailer to grow its business.

M2 Presswire , NA

Jan 12 , 1999

Language: English

Record Type: Fulltext

Word Count: 850 Line Count: 00077

...has radically improved data analysis, continues to help senior management make better decisions in key business areas, and gives us an edge in the marketplace." Using MicroStrategy's decision support analysis...

...warehouse, 140 users-- including merchandising analysts, senior management and IS staff--are able to perform vendor analysis on product lines, monitor inventory levels, and track customer purchase behavior over any given location or period of time. For instance, users can answer all...

...to meet demand for an upcoming promotion?" "Which top-selling items did the professional customer purchase in any given store yesterday or last week?" Answers to these business questions provide users with greater insight into product sales, vendor performance, inventory management, and customer buying habits. "The MicroStrategy decision support solution has provided our users with a flexible, easy-to...

...reports to find the answers they need. Instead, they have the ability to perform sophisticated business analyses whenever they need it. The majority of our reports can be generated in less...

...regional promotions, looking at the success of certain seasonal items, or seeing how well the company is performing compared to plan, it's all just a keystroke away," concluded Boedeker. "MicroStrategy's products will enable us to pay close attention to the buyer-seller relationship well into the year 2000." About Payless Cashways Payless Cashways, Inc. is a...

...remodelers, residential and commercial contractors, property management and industrial firms, and project-oriented consumers. The Company currently operates 159 building materials stores in 19 states located in the Midwestern, Southwestern, Pacific...

...Knox Lumber, and Contractor Supply. MicroStrategy, DSS Suite, and DSS

Agent are either trademarks or registered trademarks of MicroStrategy Incorporated in the United States and certain other countries. Other product and company names mentioned herein may be the trademarks of their respective owners. This press release includes...

...statements. Factors that could cause or contribute to such differences include continued acceptance of the Company's products in the marketplace, the timing of significant orders, delays in the Company's ability to develop or ship new products, market acceptance of new products, competitive factors, general economic conditions, currency fluctuations, and other risks detailed in the Company's registration statements and periodic reports filed with the Securities and Exchange Commission. By making these forward-looking statements, the Company undertakes no obligation to update these statements for revisions or changes after the date of...

3/K/13 (Item 2 from file: 148)

Gale Group Trade & Industry DB

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0019710350 Supplier Number: 53255687 (USE FORMAT 7 OR 9 FOR FULL TEXT)

-UN: In current budget process, link between results and resources weak -- Fifth Committee.

M2 Presswire, NA

Nov 23, 1998

Language: English

Record Type: Fulltext

Word Count: 13169 Line Count: 01079

Text:

...One encouraging example in a barrage of alarming accounts was the improvement in United Nations procurement, he noted. That improvement should spread throughout the United Nations organizations. The representative of Norway...

...of the main General Assembly session. Many States expressed concern about persistent deficiencies in the procurement process, and about the qualification of the Auditors' reports for three agencies. The representatives of...

The JIU recommendation that good practices be included in reports would be particularly useful in procurement, communications, software

application and staff training, according to the report, although the ACABQ cautions that...

...level. The Hague-based Tribunal consists of Chambers, the Office of the Prosecutor, and the Registry. The Chamber is the judicial organ of the Tribunal and conducts the trial and determination...

...million, requested for 1999 largely reflects administrative changes that have moved support staff to the Registry. The Office of the Prosecutor's Prosecution Division has been restructured to meet the increase...

...million gross, and they are broken down by title and classification in the report. The Registry is responsible for the Tribunal's administration. It requests about \$24 million; an increase of...

...42 for the Office of the Prosecutor -- 35 less than requested -- and 101 for the Registry -- 14 less than requested), and makes recommendations on where approved posts should be deployed. It...

...generally concurs with the Office's recommendations, subject to further review of personnel matters, the Registrar has stated that its conclusions are biased against his Office. Problems were identified in a number of areas, including security of Tribunal personnel, witnesses and documents; procurement and recruitment processes; asset management; defence counsel management; and press and public affairs, according to...

...report states. The Oversight Office discovered private financial arrangements between two defence attorneys and the Registrar's legal adviser, who handled reimbursement papers. Further, attorneys selected for defence were not required...

...in the amount of \$157,500 owing to lower requirements in the Chambers and the Registry. Contractual services increased by \$697,300, due largely to costs for legal defence counsel for...

...review of the management and organizational structure of each organ of the Tribunal, especially the Registry and the Office of the Prosecutor, the ACABQ writes. The Secretary-General should convene a... delay. One encouraging example in barrage of alarming accounts was the improvement in United Nations procurement, he said. That had been noted and should spread throughout the organizations. In the last...

...reports, the United States had supported the introduction of performance measures for consultants and for procurement, he said. The findings in the current report endorsed that. The United Nations system would...

...such a transgression would not be repeated. Similarly, the example of the UNHCR branch office purchasing 7 vehicles, contrary to instructions to rent them, without a competitive process was of concern...

...United Nations' financial rules of the guidelines for internal control

standards approved by the International Organization of Supreme Audit Institutions. His delegation was surprised and disappointed that the ACABQ had recommended...

...and closely monitor the completion of outstanding tasks in all missions in liquidation. Turning to procurement, he said the Board had found a number of deficiencies in the planning and awarding...

...wherever possible. The UNRWA should refine its procedures for selecting and awarding contracts, update its vendor register in a timely manner and closely supervise its contracts. Consultants were often used to handle...

...and he supported the ACABQ's recommendations in that regard. Fraud not only harmed the Organization, but harmed its prestige as well, he said. He supported taking the strongest measures possible...
...peacekeeping operations, he noted the Secretary-General's comments on the acute cash shortage. The Organization's debt to troop- and equipment-contributing States was at an unacceptably high level. He thanked the Board for its contributions to strengthening procurement processes and enhancing transparency, competitiveness and fairness. The effectiveness of efforts to reform procurement should be evaluated during the next cycle, as the ACABQ recommended. He said the awarding...

...Prompt and positive responses were needed by the various organizations. The United Nations must address procurement in a fair manner, she said. Further efforts were needed to increase procurement from developing countries. Maintenance projects should be planned in advance to allow adequate time to...

...decentralizing authority and responsibility. However, there was still a long way to go before the Organization could, without concern, delegate authority to programme managers. A culture of full compliance with rules...

...slowly, or only partially, was a matter of grave concern. Serious and

persistent irregularities in procurement had been identified, he said. There were serious irregularities in the purchasing practices of the United Nations Joint Staff Pension Fund. The Board had also identified problems...

...s recommendations, as well as the findings of the ACABQ. It attached great priority to procurement reform and was concerned at continuing improprieties in procurement contracts, despite recommendations to address those. Other concerns were poor contract management, the improper use...

...lack of adherence to rules and procedures, and looked forward to a horizontal audit of procurement. His delegation did not concur with the Board's proposal that provisions should be made...

3/K/14 (Item 3 from file: 148)

Gale Group Trade & Industry DB

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0019689852 Supplier Number: 50148992 (USE FORMAT 7 OR 9 FOR FULL TEXT)

-LEXMARK: Lexmark's new, easy-to-use print server pulls jobs off the network quickly with fast Ethernet

M2 Presswire , N/A

July 9 , 1998

Language: English

Record Type: Fulltext

Word Count: 745 Line Count: 00064

Text:

...browser. Embedded links to technical support, printer driver and firmware update databases and online product registration on the Lexmark Web Site make maintenance easy. The links can be customized to point to customers or reseller intranet sites or online purchasing systems. The MarkNet Pro home page also includes a Java applet that displays status information...

...or the CompuServe forum "Go Lexmark." Lexmark International, Inc. is a global developer, manufacturer and supplier of printer solutions and products, including laser, inkjet and dot matrix printers and associated consumable supplies for the office and home markets. The company is a wholly owned subsidiary of Lexmark International Group, Inc. (NYSE: LXX). Lexmark, which had...

...Internet. Customers may also call 1-800-LEXMARK (1-800-539-6275), use the Lexmark bulletin board service at (606) 232-5238 or the CompuServe forum "Go Lexmark." *M2 COMMUNICATIONS DISCLAIMS ALL...

3/K/15 (Item 4 from file: 148)

Gale Group Trade & Industry DB

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07162452 Supplier Number: 15014364 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Adobe to charge for technical support. (Adobe Systems Inc.) (At Deadline) (Brief Article)

Knibbe, Willem

InfoWorld , v16 , n2 , p3(1)

Jan 10 , 1994

Document Type: Brief Article

ISSN: 0199-6649

Language: ENGLISH
Record Type: FULLTEXT
Word Count: 146 Line Count: 00011

Text:

SAN FRANCISCO -- Adobe Systems Inc. will charge for technical support beginning February 14, the vendor announced at Macworld Expo last week. The Adobe Support Credit plan calls for users to receive certificates for one free support incident when they buy or upgrade products. Registered users will receive one credit per product, with a maximum of three. Users can buy an additional support credit for \$25, five for \$100, or 10 for \$175, which includes...

...plan will reduce queue times and encourage users to use other resources, such as the company's fax service, automated voice system, BBS, and CompuServe forum. Adobe will continue its \$2-per-minute 900 number.

3/K/16 (Item 1 from file: 635)

Business Dateline(R)

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0514857 94-69251

Claris introduces industry's first debit card for software services

Anderson, Ines

Business Wire (San Francisco , CA , US) s 1 p 1

Publication Date: 940725

Word Count: 703

Dateline: Santa Clara, CA, US

Text:

...simply call 800/234-4750 to order The Claris Card (major credit cards, checks and purchase orders accepted). A PIN (Personal Identification Number) is given to the user for immediate access...

...representative. Users can "refresh" their Claris Card after using the initial balance of minutes by purchasing additional minutes or by upgrading to another Claris service such as Advantage Support service, a...

...telephone access to Claris technical support.

New TechInfo products

Beginning October 1, 1994, users may purchase Claris Corporation's TechInfo CD and TechInfo Journal on a subscription basis.

Claris TechInfo CD...
...AppleLink Icon (Third Parties)
Claris Bulletin Board (408/987-7421)

Claris Corp., a leading worldwide vendor of Macintosh and Windows software for business, government, education and home, is a subsidiary of Apple Computer Inc., headquartered in Santa Clara.

Note To Editors: Claris is a registered trademark of Claris Corp. AppleLink and Macintosh are registered trademarks of Apple Computer. America Online is a trademark of America Online Inc. CompuServe is...

3/K/17 (Item 1 from file: 9)

Business & Industry(R)

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01746303 Supplier Number: 24508012

In brief

(Unapix Entertainment purchases HorrorMovies.com, which claims 700 registered members with about 500,000 hits/mo, to strengthen its Internet promotion)

Video Business , v 19 , n 2 , p 22

January 11, 1999

Document Type: Journal; News Brief ISSN: 0279-571X (United States)

Language: English Record Type: Fulltext

Word Count: 98

(Unapix Entertainment purchases HorrorMovies.com, which claims 700 registered members with about 500,000 hits/mo, to strengthen...)

TEXT:

photo omitted

Independent supplier Unapix Entertainment has acquired the Web site HorrorMovies.com (www.horrormovies.com) to help strengthen the company's promotion of its theatrical, video and DVD releases on the Internet. HorrorMovies.com reports an average of 500,000 hits per month and 700 registered members. Among the features on the site are links to 540 related sites, celebrity interviews and a monitored message board. HorrorMovies.com joins five other Web sites currently operated by Unapix Direct Media, including The...

3/K/18 (Item 1 from file: 636)
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04755924 Supplier Number: 64343696 (USE FORMAT 7 FOR FULLTEXT)

Biz-To-Biz Buzz 0.
Newsbytes , p NWSB0023002A
August 17, 2000
Language: English Record Type: Fulltext
Document Type: Newswire ; Trade
Word Count: 614
-

...conduct and manage e-commerce transactions across indirect and direct channels, Internet markets and e-procurement systems. The company's products will be marketed under the North Systems Inc. brand name...has launched its new B2B portal at <http://www.newagebiz.com> , which features industry news, business and marketing advice, a new product listing and review forum, an interactive business discussion board and a supplier guide, that the company claims has more than 350 wholesalers, manufacturers and distributors. The company says that suppliers listed in the guide pay a fee for upgraded services such as keyword search listings, bold listings and business descriptions, and entrance to the site is limited to New Age business owners who register and supply the company with demographic data.

AdhesivesMart.Com Forms IndustryMarts

AdhesivesMart.com has formed a new company called and designers to "quickly and conveniently identify and purchase specialty industrial products that meet their specific needs." IndustryMarts says it will "create four to five new highly specific marketplaces modeled on the success of AdhesivesMart.com, which brings together buyers and sellers through the Internet's largest searchable database of industrial adhesives." AdhesivesMart started its...

3/K/19 (Item 2 from file: 636)
Gale Group Newsletter DB(TM)
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04662920 Supplier Number: 62200011 (USE FORMAT 7 FOR FULLTEXT)

Chase Gets Positive.
Bank Technology News , v 14 , n 5 , p 33
May , 2000
Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 2854

Supplier Number: (USE FORMAT 7 FOR FULLTEXT)

Text:

New York-based Chase Manhattan Bank is preparing to launch a system that allows corporate clients to reconcile their checking accounts through the Internet. The technology, called the Positive Pay...

...says Lisa Burghardt, assistant vice president in the Chase Treasury Solutions division. Presently, when Chase business customers write checks, they send a list of the drafts to the bank. When the...or IME, which provides two-way online communication. Through IME, an Internet server allows a business to send preexisting communications by email, in a secure, "trackable" and "archivable" way, says Mark Pastore, vice president of corporate development for Tumbleweed. "IME is a server that catches a data stream and transfers it...Positive Pay builds on IME in that, instead of Chase photocopying and faxing checks to corporate clients, it produces an image of the check and scans the images into the server...undisclosed Chase client and "is going well," Burghardt says. Long term, the bank hopes all corporate customers will adopt the Positive Pay software. On the other hand, if a company's Internet capabilities are insufficient, it could take time and money to upgrade them. The...

...its technology. Avivah Litan, research director of payment systems for Stamford, CT-based GartnerGroup, says corporate fears about Internet security is the only stumbling block to IME. The software is a...They really take messaging to a finer granularity." IME, he adds, is "important to any company that has to be able to go back and audit and control how employees use...presence," with each unit using a different core application, such as for human resources or corporate treasury, Pastore says. As such, the bank wanted a comprehensive platform for electronic messaging. "This...

...File Delivery in June 1999, also built on IME. One of the first lines of business to use the new service was Chase Treasury Solutions, the bank's cash and treasury management unit, which offers corporate clients the ability to access demand deposit account statements and other

information ...the Web with a product called LiquidCredit. The system provides Web site visitors with instant purchasing power or other credit through a network that connects ...FICO's," and the San Rafael, CA, firm also dominates in providing decisions for small-business lending. Now LiquidCredit addresses consumers and e-commerce companies' demands for instant decisions on the...

...a quick and easy credit transaction decision-making tool," says Raffi Kassarian, vice president of business development at Fair, ... ability for businesses to design their own decision criteria. LiquidCredit can be used for both business and consumer credit decisions. Companies can use LiquidCredit on their own Web sites or they...these institutions a hand in their efforts. Founded in 1998, the New York-based software vendor enables financial companies to build message boards and "hosted chat" sessions into their Web sites...Wells Fargo," he says. Eliopoulos did consulting work for Citibank and says its old Web bulletin board-a standard tool for fostering a sense of customer togetherness ...brokerage customers simply click on a designated Arena link and are transported to a branded message board area where ...Arena also offers another tool to keep its member financial firms competitive-data analysis. The vendor provides information on site users' interests, helping institutions refine their marketing strategies. To safeguard consumer customer data, deferring liability for any privacy violations to participants. States the company: "Arena does not control the privacy policies of member sites, our advertisers and other third...in lieu of advertising on the site; and, down the road, transaction fees from the business Arena generates for its advertisers. It's easy to implement the Arena service on a...

...terms of time, depending on how long it takes for the right people in the organization to get things going," he notes. At press time, Arena had 17 clients beta testing Internet-only bank, and online brokers At The Bell, Firsttrade and The Stock Register. The company expected to officially launch its product in early April. "There is strength in numbers online...

...of the quarter will introduce software to make cell phones more secure for e-commerce. Merchant acquiring banks should welcome the technology since their business customers are being walloped by credit card fraud ...but draws on several in Baltimore's wireless product line, Telepathy. Combined, they automatically route purchase transactions to a directory where the ...stored. Baltimore's approach builds on prevailing methods of using digital certificates, where certificates are registered within a directory, explains John Fallon, director of technical market development with the Dublin-based... when a secure distribution arrangement ensures that the certificate was issued to the intended party. Buying a phone in a store certainly doesn't meet that criterion. The fact that the of installing certificates on their PCs. As consumers start to buy cell phones en masse, the certificate installation problem will be solved if the cell phone...In contrast, Fallon says, "Baltimore's Telepathy approach introduces some commonality in that certificates are registered with a (common) directory." ...The industry consensus is that at least \$1 billion of the \$23 billion in Internet purchases last year were fraudulent, he says. E-commerce via WAP cell phones has moved beyond the test phase. "Consumers are making purchases with cell phones all over Europe, in Asia and, to a lesser extent, in the U.S." Fallon says. "WAP purchases are low in value, but mass market in nature-flowers,

cinema tickets, etc." A cautionary...

3/K/20 (Item 3 from file: 636)

Gale Group Newsletter DB(TM)

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02752407 Supplier Number: 45585930 (USE FORMAT 7 FOR FULLTEXT)

Using the Info Highway for Your Business

Set-Aside Alert, v 3, n 12, p N/A

June 5, 1995

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 620

-

...information superhighway to market to, and communicate with, our private and public sector clients.

Bid/Procurement Information: Currently the CBD is available on line through several sources including the popular COMPUSERVE...

...services can be very costly.

In addition, you can access the CBD on line by purchasing software from a variety of companies who will allow you to use their corporate on...

...mail request to the contracting person at their government internet address.

Agency Bulletin Boards and Vendor Registration
Databases: SBA On-Line (1-800 -859-INFO) is a Bulletin Board for small business development publications, programs and services via modem. Part of this data is a listing of all government Bulletin Boards. Most agencies have at least one bulletin board as a source of agency-specific information concerning small business development and doing business with that particular agency. The first time that a company or an individual logs on to a bulletin board certain information about their company or affiliation must be provided to allow access. This information usually includes name, address, telephone...

...Supposedly the government refers to these listings in search of small, minority-, and woman-owned business sources.

VANs: Value Added Networks, known as VANs, are marketing and sales tools that will...

3/K/21 (Item 1 from file: 20)

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32353697

Drexler Technology at American Electronics Association Classic Financial Conference - Part 1

FAIR DISCLOSURE WIRE

November 04, 2003

Journal Code: WFDW Language: English Record Type: FULLTEXT

Word Count: 4824

-

CORPORATE PARTICIPANT: Hello. Welcome to the Drexler Technology Corporation Presentation at the AeA Classic San Diego. We are also webcasting this session. So, I...

...within our form 10-K, so those can be referred to as necessary. Drexler Technology Corporation shows five years of profitability since FY '99 to FY '03. '03 revenues were 26...permanent resident cards for non-citizens, biometric visas, and border crossing cards, digital motor vehicle registration cards, digital healthcare record cards, and digital citizen benefits and services cards. The current cards...which has now been implemented on the Southern Border. Drexler Technology has become the worldwide supplier -- a worldwide supplier of digital multi-biometric ID cards with shipments to-date of over 21m optical laser ...

...cards for Canada, 200,000 Italian citizens national ID -- CIE cards, 0.25m motor vehicle registration cards for India, and we begun initial shipments of cards to Middle eastern country for...cards for both the countries at this point, both the U.S. and Canada have purchased and they are implementing optical card reader systems at border crossing points on the Northern...

...personal data on to the cards in the field by the cities and our Italian supplier there has estimated that CIE card orders will total 1.1m cards for fiscal '04...

...to that with lower cost hardware which will help in those areas. The Indian vehicle registration cards are shown here in this picture which started in Gujarat State and more recently...

...we completed all the ICs configurations of (Mayfair)I-code technologies as well as (inaudible) Corporation's home proprietary types of chips. Some card types can be read up to 3...program led to and RFP for

1000 optical card read/write drives along with our BBS software.
And we recently in October received a purchase order calling for
delivery of all 1000 units by December 31 this year. So this...

3/K/22 (Item 2 from file: 20)

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30430957 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Q2 2003 Per-Se Technologies Earnings Conference Call - Part 1

FAIR DISCLOSURE WIRE

July 03, 2000

Journal Code: WFDW Language: English Record Type: FULLTEXT

Word Count: 4633

-

...took in the second quarter boast strength in our long term strategic
focus of our company and improved our financial strength and
flexibility. On Monday we completed the divestiture of Patient...

...administrative side of healthcare provided the greatest long-term
opportunity for the growth of our Company and we are now more
sharply focused on this market segment. In the press release...

...in which to expand (our offering) . This is the idea long term
structure for our company. A structure through which we can
capitalize on marketplace opportunities and further grow revenue. Also...

...our earnings and cash flow. Our sales momentum continued in the second
quarter with new business sold up substantially year-over-year. In
our Physician Services decision our sales organization continued
their strong execution. New business sold in the second quarter was
125% higher than in the second quarter last year and represented one of
high highest sales quarters in past two years. New business sold in
first half of 2003 was 77% higher than new business sold in the
prior year period. We project another strong quarter of sales activity in
...

...compliant with October deadline for standard transaction set on the
(hipa). While hospitals delayed these purchases we expect these
sales to close later this year. In the application software division
during...

...as well to take advantage of these market opportunities. We are
currently vested few or vendor of choice in several deals. Demand

for market leading Resource1 family of scheduling products continue...

...based practice management system allows us to combine front office functionality such as scheduling and registration with our market leading account receivable management services for physician groups in the office setting...cycle and improving administrative efficienciesfor hospitals. Over last two yearsv the growth in e-Health

business has been driven primarily from value-added solutions and services we provide to hospitals. We...

...better our leverage of solutions but also provided organizational structure, through which (to broaden the company offering to hospitals). There is a very large market opportunity for products and services that...

...beenclassified as discontinued operations for all periods in earnings release this morning. Including the Patient1 business during second quarter which was a negative two cents per share fully diluted earnings per...

...between nine and 12 cents. In the Physicians Service division, excluding the physicians practice management business, revenue was \$61.3 million in the quarter as compared to a \$58.6 million...

...increased approximately 5% on a year-over-year basis and wasup sequentially 4%. Withone more business day in the second quarter over the first quarter of 2003. In e-Health Solutions division including the physician practice management business, revenue for the second quarter was \$17.5 million as compared to \$17.1 million...

...client was part of the transition of 1998 sale of our hospital bad debt collection business. Excluding the impact of this customer and excluding the physician practice management business which experienced a year-over-year revenue decline due to conversion effort, revenue growth in...

...the second quarter of 2002. As discussed last quarter customers of the ASP base physicians business practice management solution are converted on to a new platform. Cost incurred in the second use of cash(for later) semi-annual interest payments on the company's long-term debt. For accounts receivable or days of sales outstanding were in line...

...was in line with our expectations. At the time of Lloyd's attempted (resigence) the Company immediately obtained new one year ENO and DNO policies. As the carriers were unable to...

...diligence process pricing for the new insurance coverage was above market rates. As anticipated the Company signed new policies as of June 2003 with annual premiums at a significant savings to our previous policies. These savings were factors into the guidance previously issued

by the Company. Expenses incurred associated with large matter going forward are expected to be litigation cost to pursue a company claims against Lloyd's. The Court in California ordered the case to non binding mediation...

...prior year period. Sale of Patient1 closed on Monday. For the full year 2002 this business generated revenue of \$25.9 million and had net income of \$185,000. In 2003 the Patient1 business generated a net loss of two cents per share in each of the first and...

...of the closing balance sheet. As we stated in our press release this morning the Company will use the proceeds from this transaction to retire a portion of the 9.5...

...of five to 6% which will yield significant income and cash flow accretion for the Company. PHILL PEAD: Thank you Chris. As stated earlier we have raised our full year 2003...flow even though you refinancing you may have the ability to continue de-leveraging the company going forward. CHRIS PERKINS: (Yes Sandy that's correct. Our participating new debt will be flexible such that we will be able to continue to deleverage our business based on the cash flow we generate so there is not any situation that there...

3/K/23 (Item 3 from file: 20)

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30132422 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Derma Sciences Subsidiary, Dumex Medical, Announces ISO 9001:2000 & ISO 13485:1996 and EN46001:1996 Certification

BUSINESS WIRE

July 14, 2003

Journal Code: BWWE Language: English Record Type: FULLTEXT

Word Count: 708

(USE FORMAT 7 OR 9 FOR FULLTEXT)

...14, 2003--Derma Sciences, Inc. (OTC Bulletin Board: DSCI.OB), a manufacturer and full line supplier of wound and skin care products, today announced that its wound care manufacturing subsidiary, Dumex...

...2000, ISO 13485:1996 and EN46001:1996 certification for quality system management by SGS, a registrar based in the United Kingdom.

Edward J. Quilty, President and CEO of Derma Sciences, commented...

...team, continuous improvement process, and vigorous employees training. It covers all aspect of operations including purchasing, contract review, manufacturing, sterilization, product design, product development, and distribution.

"To achieve 100 % customer satisfaction...

3/K/24 (Item 4 from file: 20)

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25280361 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Storage Engine Moves to OTCBB; Company Received Notification from Nasdaq

BUSINESS WIRE

October 02, 2002

Journal Code: WBWE Language: English Record Type: FULLTEXT

Word Count: 557

...EMC (NYSE:EMC), Network Appliance (NASDAQ:NTAP), and Sun Microsystems (NASDAQ:SUNW) among others. The company distinguishes itself in the marketplace via the superior cost/performance ratio of its high-quality, fault-tolerant products. Trademarks mentioned herein may be trademarks and/or registered trademarks of their respective companies. For more information, point your Web browser to www.storageengine...

...to vary materially include, but are not limited to: component quality and availability, changes in business conditions, changes in Storage Engine's sales strategy and product development plans, changes in the...

...Engine's open systems products, delays in the development of new technology, changes in customer buying patterns, one-time events and other important factors disclosed previously and from time-to-time...

3/K/25 (Item 5 from file: 20)

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16552716 (USE FORMAT 7 OR 9 FOR FULLTEXT)
L. Gardner Group PLC - Interim Results

REGULATORY NEWS SERVICE

May 08, 2001
Journal Code: WRNS Language: English Record Type: FULLTEXT
Word Count: 1924
(USE FORMAT 7 OR 9 FOR FULLTEXT)

...Royce Motor Cars and latterly Divisional Managing Director of Cosworth Racing. Stuart Mollekin left the Board to join Direct Message as Group Finance Director and Company Secretary from the date of the demerger. We wish him well and thank him for...

...Welch, previously the Operational Finance Director of L.Gardner has become Group Finance Director and Company Secretary. Andrew Fox, who was the Group Operations Director left the Board of L.Gardner...Taxation UK corporation (134) (134) (924) (4,062) tax paid Capital expenditure and financial investment Purchase of (1,898) (1,898) (1,964) (4,572) tan Purchase of (1,274) (1,274) (75,838) (40,731) subsidiary undertakings and other acquisitions Disposals...

3/K/26 (Item 6 from file: 20)
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16456085
PR Newswire Northern California Summary, Tuesday, May 1, 2001 Up to 2:00 p.m. PT

PR NEWswire
May 01, 2001
Journal Code: WPRW Language: English Record Type: FULLTEXT
Word Count: 1308

...2001 08:03 r f bc-CA-Adaptec-Form-10 (MILPITAS) Adaptec Announces Form 10 Registration Statement for Roxio Spin Declared Effective by SEC
SFTU035 05/01/2001 08:04 r...

...bc-CA-Oracle-Evans-Data (REDWOOD SHORES) Evans Data Survey Shows Oracle as Primary Database Vendor for Developers SFTU096 05/01/2001 08:04 r
f bc-CA-Oracle-CIOs (REDWOOD...

...01/2001 08:07 r f bc-CA-GlobeExplorer-site (WALNUT CREEK) GlobeExplorer
Unveils New Corporate Website to Highlight Growing Uses Of Aerial
Imagery SFTU072 05/01/2001 08:07 r...

...CA-siteROCK-Irwin (EMERYVILLE) Irwin Home Equity Selects siteROCK to
Monitor, Measure, and Manage Its Corporate IT Infrastructure SFTU023
05/01/2001 08:08 r f bc-CA-Buzzsaw-DPR (SAN...

...2001 09:00 r f bc-CA-Oracle-CRM-90-Days (REDWOOD SHORES) Live E-
Business Network Chat to Feature Oracle's Newly Unveiled Global CRM
In 90 Days SFTU043 05...
...05/01/2001 09:00 r f bc-CA-Openwave-Award (REDWOOD CITY) Openwave Named
'Company of the Year' SFTU052 05/01/2001 09: ...
bc-CA-Quova-Sr-VP-Corp (REDWOOD CITY) Quova Names Kevin Wandryk Senior VP
of Corporate Development SFTU010 05/01/2001 09:02 r a
bc-CA-AmericanAcadOpht (SAN FRANCISCO) Spanish...

...ICG Commerce and Noosh Form Strategic Alliance to Accelerate
Availability of Leading-Edge E-Print Procurement Solutions SFTU080
05/01/2001 09:06 r f bc-CA-Noosh-V34-Purchase (PALO ALTO) Noosh
Announces Noosh V34 With New Purchasing Functionality SFTU099
05/01/2001 09:08 r f bc-CA-SGI-elects (MOUNTAIN VIEW...

...SAN FRANCISCO) OpenDesign, Inc. Broadens Executive Team With VP of
Marketing and Senior Director of Business Development LATU052
05/01/2001 11:01 r n bc-CA-Pac.-Palisades-Fth (SAN...

...f bc-CA-Bridge-Bank-of-Sil (SANTA CLARA) Bridge Bank of Silicon Valley
(In Organization) Names Natalie E. Taaffe Senior Vice President for
Construction Lending SFTU067 05/01/2001 12:30 r f bc-CA-LiquidAud-restruc
(REDWOOD CITY) Liquid Audio Announces Corporate Restructuring
CGTU055 05/01/2001 12:32 r f bc-CA-NUASIS-persl (SAN JOSE) NUASIS
Corporation Names Carl Schoeneberger Chief Operations Officer
SFTU105 05/01/2001 12:35 r f bc-CA-Sybase-e-Business (EMERYVILLE)
Sybase e-Business Leadership: Sybase Database: The Silent Engine
That Powers e-Business SFTU103 05/01/2001 12:41 r f
bc-CA-RS-Investmnt-name (SAN FRANCISCO...

3/K/27 (Item 7 from file: 20)
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12451828 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Biz-To-Biz Buzz

NEWSBYTES
August 17, 2000

Journal Code: FNEW Language: English Record Type: FULLTEXT

Word Count: 604

(USE FORMAT 7 OR 9 FOR FULLTEXT)

...conduct and manage e-commerce transactions across indirect and direct channels, Internet markets and e-procurement systems. The company's products will be marketed under the North Systems Inc. brand name...

...advice, a new product listing and review forum, an interactive business discussion board and a supplier guide, that the

company

claims has more than 350 wholesalers, manufacturers and distributors. The company says that suppliers listed in the guide pay a fee for upgraded services such as keyword search listings, bold listings and business descriptions, and entrance to the site is limited to New Age business owners who register and supply the company with demographic data.

AdhesivesMart.Com Forms IndustryMarts

AdhesivesMart.com has formed a new company called...

...developing Internet-based marketplaces that enable engineers and designers to "quickly and conveniently identify and purchase specialty industrial products that meet their specific needs." IndustryMarts says it will "create four to five new highly specific marketplaces modeled on the success of AdhesivesMart.com, which brings together buyers and sellers through the Internet's largest searchable database of industrial adhesives." AdhesivesMart started its...

3/K/28 (Item 8 from file: 20)

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11233156 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Get Group PLC - Interim Results

REGULATORY NEWS SERVICE

May 26, 2000

Journal Code: WRNS Language: English Record Type: FULLTEXT

Word Count: 1702

(USE FORMAT 7 OR 9 FOR FULLTEXT)

...capital expenditure and financial (743) (1,346) (2,030) investment activities ----- Acquisitions & Disposals

(2,277) - - Purchase of business -----
Equity dividends (495) (453) (700) paid ----- Net
cash outflow (2,853) (2,269...

...exceptional credit in the prior year comparative is in respect of litigation against a former supplier of computer systems. 4. The Board is declaring an interim dividend of 2.0p per share payable on 3rd July 2000 to shareholders on the register on 9th June 2000.

5. Earnings per share are based on the weighted average of...

3/K/29 (Item 9 from file: 20)

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10641375 (USE FORMAT 7 OR 9 FOR FULLTEXT)

World InterNetWorks Launches 'B2C' Web Site Package

PR NEWSWIRE

April 19, 2000

Journal Code: WPRW Language: English Record Type: FULLTEXT

Word Count: 546

(USE FORMAT 7 OR 9 FOR FULLTEXT)

-

...officer of World InterNetWorks, Inc. (OTC Bulletin Board: WINW), announced today the launch of the company's "B2C" product, a special web site package designed to provide a hassle-free Internet...

...more, including the following: -- 100Mg e-commerce-enabled web site or more than 100 pages -- registration of your company's own unique domain name (www address) subject to availability -- merchant account for real-time processing of credit card transactions -- professionally designed web site with graphics...

...in the Wiworks "Main Street Plaza" and local search directory -- custom-designed banner for each business to create additional on-line opportunities -- vacation certificates to be used for seasonal specials or...

...filings with the Securities and Exchange Commission. This news release is not a solicitation to buy or sell securities, and it does not purport to be a complete analysis of the...

3/K/30 (Item 10 from file: 20)

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10575713 (USE FORMAT 7 OR 9 FOR FULLTEXT)

WatchOut!, Inc. Announces Sands Brothers & Co., Ltd. As Their Investment Banker

PR NEWSWIRE

April 14, 2000

Journal Code: WPRW Language: English Record Type: FULLTEXT

Word Count: 993

(USE FORMAT 7 OR 9 FOR FULLTEXT)

...Investor Protection Corporation (SIPC) -- The Municipal Securities Rulemaking Board (MSRB) -- The Securities Industry Association (SIA) -- Registered in all 50 states, the District of Columbia, and Puerto Rico -- SEC Registered Investment Advisor In recent company developments, Watchout! Inc. announced: * They have acquired a major ownership...

...that they have signed a binding contract to acquire MJAC, Inc., a Baltimore based Telecommunications Company. This acquisition continues WatchOut's! movement into the high-tech Broadband Telecommunications Industry. MJAC Inc...

...in WirelessON.com. WirelessON is a pioneer in bi-directional wireless T-1 systems. The Company has secured access to tier one backbone fiber across Canada from a leading fiber supplier on a scalable basis along with strategic real estate access. WirelessON sets up a POP (point of presence) at strategic locations within key business districts and provides T-1 and higher data lines at a fraction of the Telco's cost to office buildings that are not connected by fiber. The company plans to roll out nationally and provide, at T-1 speeds, a VPN across Canada...

...this press release constitute an offer to sell or a solicitation of an offer to buy the securities of the Company described in this press release in which such offer, solicitation...

3/K/31 (Item 11 from file: 20)

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10273646

PR Newswire California Summary, Monday, March 27, 2000 up to -3-

PR NEWSWIRE

March 27, 2000

Journal Code: WPRW Language: English Record Type: FULLTEXT

Word Count: 1347

...bc-CA-ConneXus-*CD (PHILADELPHIA) New Interactive Service Allows San Francisco Consumers To Name (And Buy) That Tune SFM113 03/27/2000 09:06 r f bc-CA-E*OFFERING-Onvia (SAN FRANCISCO) E*OFFERING Initiates Coverage on Onvia.com, Inc. (ONVI) With a Strong Buy Rating SFM121 03/27/2000 09:06 r v bc-Dreyer's-Jeff-Gordon (SAN...

...CA-SMART-Modular-Tech (FREMONT) SMART Modular Technologies, Inc. Announces the Availability of PC1600 & PC2100 Registered DDR DIMMs DAM013 03/27/2000 09:35 r f bc-TX-TI-Cisco-phones...Available in Three Flavors DCM037 03/27/2000 10:52 r f bc-MD-Savant-Corporation (BETHESDA) Savant Captures Significant Position in Hot Wireless Management Space ATM007 03/27/2000 10...

...r f bc-CA-Preferred-Cap-Mkts (SAN FRANCISCO) Preferred Capital Markets, Inc. Reiterates Its Buy Rating Of AppliedTheory Corporation and Price Target of \$42 LAM069 03/27/2000 11:30 r f bc-CA-DSLnetworks (SAN FRANCISCO) Digital Island Selects DSLnetworks as Preferred DSL Provider For Corporate Broadband Connectivity NYM082 03/27/2000 11:37 r f bc-CA-PETsMART.com-Eastr...

3/K/32 (Item 12 from file: 20)

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09990050

PR Newswire California Summary, Thursday, March 09, 2000 up to 2:00 p.m. PT

PR NEWSWIRE

March 09, 2000

Journal Code: WPRW Language: English Record Type: FULLTEXT

Word Count: 1129

...CULVER CITY) /C O R R E C T I O N -- MediaX Corporation (OTC
Bulletin Board: MXMX)/ PHTH038 03/09/2000 14:32 r f
bc-CA-USWA-Rky-Mt-Steel...

...f bc-CA-GE-Fin-Center (SONOMA) Kathleen Gurney, Founder and CEO of
Financial Psychology Corporation, to Serve On Advisory Board of the
GE Center for Financial Learning DCTH084 03/09...

...LATH094 03/09/2000 15:03 r e bc-CA-Montecito-Picture (MONTECITO)
Montecito Picture Company Signs First Look Deal With 'Road Trip'
Director Todd Phillips SFTH104 03/09/2000 15...Insurance Co. 'BBBpi' Rating
LATH100 03/09/2000 15:35 r f bc-CA-Ingram-buy.com (SANTA ANA) Ingram
Micro Strengthens Its Position as Fulfillment Engine to the Internet With
Back-Room Service for buy.com SFTH106 03/09/2000 15:44 r f
bc-CA-Trim-A-Lawn-Batt...

...03/09/2000 16:05 r f bc-CA-Niku-Corp-earnings (REDWOOD CITY) Niku
Corporation Reports Financial Results for Fourth Quarter and Fiscal
Year Ended 2000 NYTH101 03/09/2000...

...Co. 'BBBpi' Rating MNTH019 03/09/2000 16:43 r f bc-TN-CA-ADMAR-
Corporat (SANTA ANA) ADMAR Corporation Signs Agreement With
Mid-State Independent Physicians Association FLTU016 03/09/2000 16:50 r f
bc-CA-Vertical-Computer (LOS ANGELES) Vertical Computer Systems Acquires
Web Technology Company Emily Solutions SFTH072A 03/09/2000 16:53 r f
bc-CA-Read-Rite-ex-offer /C O R R E C T I O N -- Read-Rite
Corporation/

/Note to editor: All PR Newswire press releases, both current and for
the past 12...

Company Names: ...Buy.com Inc

Descriptors:

3/K/33 (Item 13 from file: 20)

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05128543 (USE FORMAT 7 OR 9 FOR FULLTEXT)

ENGLER PLAN WOULD CUT TAXES OF TECH COMPANIES

AMY LANE

CRAIN'S DETROIT BUSINESS , p 6

April 26, 1999

Journal Code: WCDB Language: English Record Type: FULLTEXT

Word Count: 480

(USE FORMAT 7 OR 9 FOR FULLTEXT)

...technology, office equipment, and supplies and transportation.

Each session is scheduled to cover how to register as a vendor, how state agencies buy goods and services, how to access the state of Michigan's and Michigan Department of...

...M-DOT construction projects, how minority- and woman-owned businesses can become certified to do business with M-DOT and how to become an M-DOT prequalified construction contractor or consultant...

3/K/34 (Item 14 from file: 20)

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03049577

Fidelity National Financial, Inc. and Stewart Information Services Corporation Announce 'RealEC' a New Electronic Real Estate Transaction Highway

PR NEWSWIRE

October 08, 1998

Journal Code: WPRW Language: English Record Type: FULLTEXT

Word Count: 737

...blending of technologies developed by Micro General Corporation (OTC Bulletin Board: MGEN), a Fidelity affiliated company and Stewart Mortgage Information (SMI), a Stewart subsidiary. The network integrates each company's existing system to provide leading edge software to connect all parties involved in a...

...combined to produce RealEC, while simultaneously providing customer choice for closing services," said Stewart Title Company President Stewart Morris, Jr. "RealEC is the direct result of listening to our customers. Many...

...escrow services, flood certifications, appraisal services, automated property valuations, document preparation, centralized funding services, MERS registration services, tax notification services and credit reporting services. "In creating an open environment and cooperative multi-

vendor effort, RealEC is a landmark alliance that sets the standard for the future development of...

...in Irvine, California, Fidelity National Financial, Inc. is a real estate services and equipment leasing company engaged in doing business in 49 states, the District of Columbia, Puerto Rico, the

Bahamas and the U.S. Virgin Islands. Fidelity, through its principal subsidiaries, performs specialty finance functions such as originating, funding, purchasing, selling, securitizing and servicing equipment leases for a broad range of businesses. Fidelity is also engaged in the business of issuing title insurance and performs other title-related services including escrow, collection and trust...

...materially from the descriptions contained herein and other risks as may be detailed in the Company's Securities and Exchange Commission filings. /CONTACT: Patrick F. Stone, Chief Operating Officer of Fidelity...

3/K/35 (Item 15 from file: 20)

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03006169

SCNV Acquisition Corp. Announces Future Product Development and Reports Solmeccs Corporation N.V. 1998 Fiscal Year Results

PR NEWswire

October 02, 1998

Journal Code: WPRW Language: English Record Type: FULLTEXT

Word Count: 582

-

...SCNV Acquisition Corp. (OTC Bulletin Board: SAQC) announced today that its wholly owned subsidiary, Solmeccs Corporation N.V. ("Solmeccs"), has determined to pursue the commercial development of silicon monocrystals and photo-voltaic cells as its initial projects. The Company believes that using Magnetohydrodynamic ("MHD") methods in the growth of silicon monocrystals will result in...

...electronic chips. Photo-voltaic cells are devices able to convert solar light into electricity. The Company has identified the equipment required for commercialization of monocrystals and photo-voltaic cells and has...

...the military and space industries of countries that comprised the former Soviet Union. Initially, the Company intends to purchase two systems for growing silicon monocrystals. The Company anticipates that it will modify the purchased equipment in order to apply its MHD methods to the growth process, which the Company believes will increase crystal size and reduce distortions. The Company believes this will increase the market value of the monocrystals. The Company has commenced negotiations for the purchase of photo-voltaic cell equipment and technology from a company in Russia, formerly a

supplier of Russian space stations including Mir. The Company intends to establish a complete production line in Israel, including the production of advanced double-sided photo-voltaic cells. The Company intends to utilize silicon monocrystals in the production of photo-voltaic cells. This would enable the Company to monitor silicon crystal growth at an industrial level. The Company also announced that prior to the acquisition of Solmecs by the Company, Solmecs incurred a loss of \$1,069,750 for the fiscal year ended June 30...

...\$7,910 for fiscal 1998 from \$57,276 for the comparable prior fiscal year. The Company itself did not have operations during the fiscal year ended June 30, 1998. The Company raised gross proceeds of approximately \$5,986,000 in an initial public offering completed on...

...the close of the fiscal year 1998. Simultaneously with the closing of the IPO, the Company acquired, in a tax free, stock-for-stock acquisition, Solmecs and its wholly owned subsidiary...

...risks, uncertainties and other factors which may cause actual results, performance or achievements of the Company to be materially different from any future results, performance or achievements expressed or implied by...

...forward-looking statements. Such factors include, but are not limited to, risks relating to the Company's growth strategy, uncertainty of feasibility of the Company's technologies and product development; uncertainty of market acceptance of the Company's technologies or products; relationships with and dependence on third-party equipment manufacturers and suppliers, uncertainties relating to business and economic conditions in markets in which the Company expects to operate and other risks detailed in the Company's Registration Statement on Form SB-2 as filed with the Securities and Exchange Commission. The words...

3/K/36 (Item 16 from file: 20)

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02950273

Lexmark Extends Powerful Printer Management Capabilities to Printers From All Major Manufacturers

BUSINESS WIRE

September 28, 1998

Journal Code: WBWE Language: English Record Type: FULLTEXT

Word Count: 1114

...95/98 and MarkVision for Windows NT is available for no extra charge with the purchase of Lexmark business printers and the Lexmark MarkNet Pro family of external print servers. The...CompuServe forum "Go Lexmark." Lexmark, MarkVision, Optra and MarkTrack are trademarks of Lexmark International, Inc., registered in the U.S. and/or other countries. All other trademarks are the property of...

3/K/37 (Item 17 from file: 20)

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01666206 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Lexmark announces printer partnership agreement with Compaq; Seizes opportunity to leverage consumer printer technology leadership

BUSINESS WIRE

May 19, 1998 8:31

Journal Code: WBWE Language: English Record Type: FULLTEXT

Word Count: 710

-

...branded printer products through the retail channel. "A large number of consumers today prefer to purchase their PCs and printers as a brand matched pair. That new stream of potential revenue...

...at (606) 232-5238 or the CompuServe forum "Go Lexmark." Founded in 1982, Compaq Computer Corporation, a Fortune 100 company, is a global information technology company. Compaq is the fifth largest computer company in the world and the largest global supplier of personal computers. With worldwide sales of \$24.6 billion in 1997, Compaq develops and markets hardware, software, solutions and services, including industry-leading enterprise computing solutions, fault-tolerant business-critical solutions, networking products, commercial desktop and portable products and consumer PCs. The company is an industry leader in environmentally friendly programs and business practices. Compaq products are sold and supported in more than 100 countries through a network...

...partners across the United States and Canada. Lexmark is a trademark of Lexmark International, Inc., registered in the U.S. and/or other countries. Color Jetprinter is a trademark of Lexmark...

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52273454 COMPANY

5359120 ORGANIZATION

18259400 CORPOR?

60271068 BUSINESS

2696335 SUPPLIER

673884 MERCHANT

1499810 VENDOR

634220 SELLER

7218591 REGIST?

S4 48158 S (COMPANY OR ORGANIZATION OR CORPOR? OR BUSINESS)(S)(SUPPLIER OR MERCHANT OR VENDOR OR SELLER)(S)(REGIST?)

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48158 S4

877313 BULLETIN

10438522 BOARD

595487 BULLETIN(2N)BOARD

31651 BBS

52273454 COMPANY

33 ORGAINIZATION

60271068 BUSINESS

18259400 CORPOR?

13680532 SITE

3819435 PAGE

10438522 BOARD

3020230 (((COMPANY OR ORGAINIZATION) OR BUSINESS) OR CORPOR?)(4N)((SITE OR PAGE) OR BOARD)

S5 5850 S S4 AND (BULLETIN(N2)BOARD OR BBS OR ((COMPANY OR ORGAINIZATION OR BUSINESS OR CORPOR?)(N4)(SITE OR PAGE OR BOARD)))

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14076 RFQ

4262184 REQUEST?

14691271 REQUIR?

242724 PO

10043161 PURCHAS?

12905056 ORDER

89026 PURCHAS?(1N)ORDER

8621522 POST???

176585 UPLOAD?

92156 (((((RFQ OR REQUEST?) OR REQUIR?) OR PO) OR PURCHAS?(1N)ORDER)(4N)(POST??? OR
UPLOAD?))

S6 35 S S5 AND (RFQ OR REQUEST? OR REQUIR? OR PO OR PURCHAS?(N1)ORDER)(N4)(POST??? OR
UPLOAD?)

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9/K/1 (Item 1 from file: 15)

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02556395 288012801

The legal regulation of e-commerce transactions

Cordy, Everett Durante

Journal of American Academy of Business, Cambridge v2n2 pp: 400-407

Mar 2003

Journal Code: JAAB

Document Type: Periodical; Feature Language: English Record Type: Fulltext Length: 8 Pages

Special Feature: Table

Word Count: 6043

Abstract:

E-commerce is firmly established as the new way to do business in the new economy. E-contracts, Internet Banking, and digital signatures have become

standard tools of conducting business. How has the law responded to this new way of doing business? What about torts and crimes that are committed while doing business in cyberspace? What is the appropriate forum to resolve disputes that arise when doing business electronically? It is the purpose of this article to review how the law is dealing with these and other questions which arise when engaging in e-commerce transactions.

Text:

ABSTRACT

E-commerce is firmly established as the new way to do business in the new economy. E-contracts, Internet Banking, and digital signatures have become standard tools of conducting business. How has the law responded to this

new way of doing business? What about torts and crimes that are committed while doing business in cyberspace? What is the appropriate forum to resolve disputes that arise when doing business electronically? It is the purpose of this article to review how the law is dealing with these and other questions which arise when engaging in e-commerce transactions.

INTRODUCTION

Technological innovation has spawned new ways to transact business. Motivated by concerns for improvement in profitability, efficiency, speed, competitiveness, and customer relationship building, businesses have increasingly adopted technology-based systems to transact business with other businesses, private consumers and governmental agencies. Despite the recent dot.com shakeout, e-commerce has emerged as an entrenched part of, and in many instances the preferred way, transacting business. It has become a fundamental part of the corporate enterprise. According to Forrester Research, the world Internet economy is predicted to reach \$1 trillion dollars by the end of 2001. On-line advertising is expected to reach \$33 billion worldwide by 2004, and U.S. on-line spending will exceed \$6 billion in 2001. North America will lead global e-commerce transactions to \$6.9 trillion in 2004, while 60% of the world on-line population and 50% of on-line sales will be made outside of the U.S. by 2003. U.S. business trade over the Internet skyrocketed to \$251 billion in 2000, up from \$109 billion in 1999. According to Computer Industry Almanac, there will be 165 million on-line users in the U.S. by 2002, and over 490 million and 765 million users worldwide by 2002 and 2005, respectively. In 2000, over 65% of all U.S. businesses, and over 50% of businesses worldwide, are estimated to engage in some type of e-commerce transaction, and the numbers are growing. E-cash, smart cards, "click-on" contracts, digital signatures, web hosting, and e-commerce transactional solutions have all become synonymous with the preferred ways to transact business in today's "new economy". However, as e-commerce continues to emerge as the preferred way to transact business, our legal system often struggles with the inability of existing laws to deal adequately with issues presented by new technology. What is the legal framework for transacting business in Cyberspace? When can a court exercise jurisdiction over a party who conducts business over the Internet? What laws can be applied when businesses commit tortuous, and sometimes criminal, acts in Cyberspace? What are the legal limits on the content of business speech, Web site access, and Web-Page content? What legal protection exists for trademarks, copyrights, and other intellectual property existing in digital form? What law should be applied to reflect business practices regarding Cyberspace contracts and agreements, such as "click-on" agreements, software licensing agreements, e-data interchange, and on-line sales? Just as technology has fundamentally changed the ways of doing business, so has technology changed the way the law anticipates and responds to on-line business transactions. Indeed, the viability and sustainability of e-commerce rests, in large part, on the ability of the law to establish a legal framework to accommodate this new business practice. It is the purpose of this article to examine the legal framework that is emerging to accommodate e-commerce transactions.

E-COMMERCE PRIMER

To appreciate the awesome task of developing a legal framework to accommodate e-commerce transactions, it is necessary to identify the various types of transactions that have emerged as a result of technology. What comes to mind when you think of e-commerce? Amazon.com or eBay, perhaps. Well, e-commerce is much more than e-tailers (Internet retailers). It's made up of exchanges among businesses, consumers, and government agencies, which can be classified according to which party initiates and controls the exchange transaction and which party is the target of the exchange. Electronic commerce refers to the end-to-end, all electronic performance of business activities. E-commerce includes electronic data interchange (EDI), which refers to the on-line exchange of routine business transactions in a computer-processable format, covering such traditional applications as inquiries, purchasing, acknowledgments, and financial reporting. Table I shows the possible types of e-commerce transactions, along with a Web example of each.

There are nine (9) possible types of e-commerce transactions, based upon who initiates the transaction and the target of such exchange. In e-commerce jargon, B2C means business-to-consumer (initiated by a business, aimed at consumers) transactions, B2B means business-to-business transactions, and B2G means business-to-government transactions. Business-to-business transactions account for most of today's e-commerce sales volume, because they generally involve higher prices and larger quantities than B2C transactions. Although B2C transactions are a smaller part of e-commerce than B2B transactions, they are capturing an ever-larger share of all retail sales. Government agencies on the local, state, and federal level represent a huge and lucrative market for businesses selling all kinds of goods, services, and information. Government agencies purchased more than \$77 billion annually in technology goods and services. In the State of Georgia, as well as in most other states, vendor registration and bidding on state contracts is increasingly (almost exclusively) being done on the Internet. It is now possible to file incorporation documents electronically in most every state. It is imperative that businesses that do business with these states, or with any governmental entity, be proficient in e-commerce technology. Consumer-to-consumer (C2C) transactions are of lower dollar amounts and account for a far smaller piece of the e-commerce pie than B2B, B2C, or B2G transactions. However, the success of companies like eBay demonstrates that millions of people are jumping on the Internet bandwagon to buy and sell personal items and services person-to-person. In consumer-to-business (C2B) transactions, the consumer, not the business, initiates and controls the exchange. Benefits to consumers engaged in C2B transactions include allowing consumers to band together for volume discounts on merchandise offered on Web sites; allowing consumers to post requests for items they want to purchase, so businesses can respond with specific offers; and searching consumer advocate Web sites for free information about problems other consumers have reported with particular businesses, charities, and investment firms. One of the fastest growing areas of e-commerce is consumer-to-government (C2G) transactions, which cover consumer-initiated transactions with governmental agencies. Governmental Web sites allow consumers to pay governmental agencies on-line

for traffic fines, real estate taxes, and government licenses and permits. Similarly, more and more governmental agencies are establishing Web sites to provide information and services to consumers (G2C). Governmental Web sites allow on-line transactions such as driver's license renewals, as well as business transactions such as permit applications. Many states have begun selling seized and surplus property to consumers through Web sites such as eBay. Businesses are another constituency that governmental agencies are reaching online (G2B). The U.S. Small Business Administration site (<http://www.sba.gov>/<http://www.sba.gov/>) is one of the more comprehensive sites, offering an array of information and financial assistance to small businesses. Government-to-government (G2G) transactions are much less visible to the public than other e-commerce components. This relative obscurity is misleading, however. Governmental agencies routinely and increasingly share information contained in their particular databases with one another. A good example of such sharing of information involves the U.S. Department of Education linking its database with the IRS to withhold income tax return refunds from persons who are delinquent on student loans.

TABLE I

MAJOR ISSUES IN THE LEGAL REGULATION OF E-COMMERCE TRANSACTIONS

The following is a review of the major issues which have emerged in the legal regulation of electronic commerce transactions:

A. Legal Jurisdiction Over E-Commerce Transactions

The world of e-commerce has no territorial boundaries. It is as easy for a business in Atlanta to do business on-line with another business in New York as with a business in Africa. However, the laws that govern rights and responsibilities of on-line transactions tend to be territorial, a reflection of their origin in a pre-electronic age. States and countries, and their courts, are limited in the extent to which they can enforce laws and render judgments against businesses outside their boundaries. If a business in Georgia sets up a web-site, will it be subject to suit in California, or any other location where the

site is viewed? If a business in Canada commits a tortious or criminal act against a U.S. business, can suit be brought in the U.S. Courts? These questions turn on what court has jurisdiction, both over the matter in dispute (subject matter jurisdiction) and over the parties (personal or in personam

jurisdiction). Jurisdiction, then, refers to the authority of a court to hear and decide a specific action.

In a case decided before 1960, the U.S. Supreme Court noted, "as technological progress has increased the flow of commerce between the States, the need for jurisdiction has undergone a similar increase.

Twenty-seven (27) years later, the Court observed that jurisdiction could not be avoided "merely because the defendant did not physically enter the forum state . . . [t]hat it is an inescapable fact of modern commercial life that a substantial amount of business is transacted solely by mail and wire communications across state lines". The Internet makes it possible to do business anywhere in the world, entirely from a computer. The Internet's ability to bypass political and geographical boundaries makes it revolutionary. This ability undercuts the traditional basis for a court to assert personal jurisdiction. This basis includes the contacts that a party has with a court's geographical jurisdiction. For a court to compel a business to come before the court, the business must be deemed to be "doing business" within that court's geographical jurisdiction. For a business to be deemed to be "doing business", the business must have at least "minimum contacts" within the geographical jurisdiction - a salesperson or office within the geographical jurisdiction, for example. As a matter of course, items posted on a business Web site in one part of the world can be accessed by persons and businesses in other parts of the world where laws might be entirely different. How has the law dealt with this emerging, but prevalent, business practice? Although no bright-line test exists, most courts have applied an "interactive-passive" distinction when determining personal jurisdiction over someone operating a Web Site. Generally, courts have conferred personal jurisdiction in cases where "interactive" uses of the Internet have taken place within the state. Interactive contact encompasses two-way online communication, which fosters an ongoing business relationship, while "passive" contacts are those that simply make information available to interested viewers. A Web Site can be characterized as interactive if business transactions can be conducted over the Internet or if information can be exchanged with users for the purpose of soliciting business. In making an "interactive vs. passive" determination, the greater the commercial nature and level of interactivity, associated with the Site, the more likely it is that the Web Site operator is "purposefully availing itself" of the forum state's jurisdiction. Courts generally have declined to assert personal jurisdiction solely on the basis of Web Site advertising. However, courts have exercised jurisdiction over Web Site operation where additional and more active contacts with the forum took place, such as Internet sales to the forum residents, conducting business in the forum state through numerous contacts, or entering into specific dealings with forum residents. In *CompuServe, Inc. v. Patterson*, 89 F.3d 1257 (6th Cir. 1996), the court exercised personal jurisdiction where the defendant sold software over the Internet to twelve people in the forum state. In *Maritz, Inc. v. CyberGold, Inc.*, 947 F. Supp. 1328 (E.D. Mo. 1996), the court exercised personal jurisdiction over the defendants on the grounds that the Web Site Operator engaged in "active measures" in placing Internet users on a mailing list and "indiscriminately responding to every user."

However, in cases where the operator maintains a passive Web Site that merely makes information available for browsing, the courts have been hesitant to exercise personal jurisdiction - finding an insufficient basis to assert jurisdiction where the defendant's Web Site simply posted the future availability of his services and never sought to contract with the residents of the forum state. In *Bensusan Restaurant Corp. v. King*, a

federal court declined to assert personal jurisdiction over a New York Web Site operator because the Web Site operator received no revenue from the forum state, did not advertise in the forum state, and did not even disseminate a telephone contact number to the residents of the forum state. The result in *Bensusan* supports the principle that the simple creation of a general access Web Site, without more, is an insufficient basis to find "purposeful availment" directed towards a forum state as required by constitutional standards. Essentially, the courts have transferred traditional legal reasoning regarding jurisdiction, and applied it in the new context of electronic commerce. The courts have also fashioned a general legal framework that considers the amount of business or "contacts" the business transacts over the Internet within the court's geographical jurisdiction. This is an extension of the traditional rule requiring a business to have "minimal contacts" within the geographical jurisdiction of a court before the court will exercise jurisdiction. Thus, the more "active hits" or business transacted over the Internet within a court's geographical jurisdiction, the more likely that court will exercise jurisdiction over any dispute generated thereby. This was exactly the kind of reasoning the court employed in *Zippo Manufacturing Company v Zippo Dot Com*, 952 F. Supp. 1119 (1997). Noting that Zippo Dot Com had contracted with approximately 3,000 individuals and seven (7) Internet access providers, the court held that it has jurisdiction over parties who conduct substantial business in its jurisdiction exclusively over the Internet. Other factors that a court will consider when deciding to exercise jurisdiction over on-line transactions include:

1. Whether the transaction which was initiated by the business purposefully directed activities toward residents of the forum state;
2. Whether the all or any part of the performance called for in the on-line agreement was rendered by the business in the forum state;
3. Whether the on-line agreement created continuing relationships and obligations between the resident of the forum state and the on-line business.

It has become increasingly clear that, in appropriate circumstances, the fact that a business never physically had any presence in a particular locale is not fatal to the proper exercise of a court's jurisdiction. For instance, in *Hall v. LaRonde*, 66 Cal. Rptr. 2d 399 (1997), a California appellate court observed, "the speed and ease of electronic communications has increased the number of transactions that are consummated without either party leaving the office. There is no reason why the requisite minimum contacts cannot be electronic". The court therefore held that it did have jurisdiction over a New York-based defendant who had entered into a contract with a California-based plaintiff by e-mail, and who had agreed to make royalty payments to the plaintiff in California on an on-going basis.

Privacy and Security of E-Commerce Transactions

It is essential to assure personal privacy in electronic commerce

transactions if businesses and consumers are to feel comfortable doing business electronically. Even more essential, however, is to assure the security of online transactions. If parties to electronic commerce do not believe that their communications and data are safe from interception and modification, they are unlikely to use the Internet on a routine basis for commerce. How is the law responding to the need for privacy and security protections in electronic commerce transactions? At the federal level, several bills are pending, and the 107th Congress is expected to introduce a flurry of new privacy legislation. Additionally, a growing number of state legislators are deciding that industry self-regulation fails to protect consumer's on-line privacy. The National Association of Attorneys General is preparing a report on the subject on on-line privacy that is expected to recommend new federal legislation that preempts state law enforcement of on-line privacy efforts. The following is a summary of how our legal system is creating a legal framework to regulate privacy and security issues in electronic commerce transactions:

1. Issues That Have Resulted in Lawsuits, Investigations, and/or Bad Press

- a. Misrepresenting the purpose for collecting personally identifiable information;
- b. Disclosing, sharing, or selling customers' personally identifiable information to third parties in contravention of a stated privacy policy;
- c. Misrepresenting the security of personal information;
- d. Misrepresenting the use of consumers' personal information;
- e. Misrepresenting treatment of children's personal information;
- f. Failing to disclose use and/or duration of cookies;
- g. Failing to disclose use of web bugs; h. Failing to disclose information-gathering through spyware, which is incorporated into consumer software to secretly trace consumer's Internet activities; and
- i. Failing to comply with agreed-to third party privacy policies.

2. Deceptive Practices

To date, regulators have primarily been concerned about deceptive privacy practices in two (2) areas, specifically:

- a. Failure of companies to strictly abide by their stated privacy policies, and even inadvertent failure to comply with promises. To avoid this deceptive practice, a company's web-site should be audited regularly to be sure that the web-site is doing what it says and says what it does; disclose the third parties to whom information will be shared; state how consumers can obtain access to, and remove, information; and how consumers can opt out from data collection or disclosure.
- b. Failure to disclose certain data collection activities to consumers,

such as use of cookies.

3. Children

The Children's Online Privacy Protection Act (COPPA), and the corresponding FTC Rule which implements COPPA, require that a web-site that collects information from children under the age of thirteen (13) must:

- a. Provide notice of the information it collects from children;
- b. Disclose how it uses the information;
- c. Disclose with whom it shares information;
- d. Obtain verifiable parental consent for collection of data from minors;
- e. Provide the parent with reasonable means to review the collected data; and
- f. Provide the parent with a reasonable method for opting out of data collection.

4. Financial Privacy

The Fair Credit Reporting Act (FCRA) and the Gramm-Leach-Bliley Act of 1999 (GLBA) govern the on-line collection and dissemination of consumers' personal financial information. These laws restrict communication or disclosure of information related to consumer credit. A "consumer reporting agency" (generally a company that disseminates information about consumers, such as credit rating and credit history, with other parties) or "financial institution" (generally a company that issues credit) must:

- a. Disclose, at the time of establishing a customer relationship, its privacy policies and practices with respect to information shared with both affiliates and non-affiliated third parties; and
- b. Provide consumers with a means of opting out of any disclosure of their personal information to third parties.

5. On-Line Profiling

The following principles, proposed by the Network Advertising Initiative (NAI), and endorsed by the FTC, apply to the merging of consumers' personal information with cookies or other data that provide information on consumers' on-line habits:

- a. Material changes in information practices cannot be applied to information collected prior to the changes in the absence of affirmative consent, or "opt in", by the consumer;
- b. Non-personally identifiable data previously collected from consumers

cannot be linked to personally identifiable information (PII) without affirmative consent or "opt in" by the consumer;

C. To prospectively use PH for profiling, and even the merging of personally identifiable on-line and off-line data, a

business web-site must provide "robust" notice and the choice to "opt out", which must appear at the time and place of information collection and before the entering of data;

d. To prospectively use non-PII for profiling, the business web-site must provide clear and conspicuous notice and the choice to "opt out", which must be included in the publishers privacy policy with a link to the network advertiser on an NAI "opt out" web-page; and

e. On any web-sites where multiple network advertising companies collect information (generally non-PII), consumers must be able to "opt out" of profiling by any or all of the advertisers on a single page that is accessible from the host web-site's privacy policy.

The federal Electronic Communications Privacy Act (ECPA) protects all forms of electronic communications - telephone voice communications as well as computer-to-computer digital communication, such as e-mail and messages stored in electronic bulletin boards. The ECPA generally prohibits any person from intentionally intercepting an electronic communication, or from disclosing the contents of any intercepted electronic communication. This prohibition applies not only to those who own and operate such systems (such as Internet access providers, private network operators, or the operator of a computer bulletin board). Most businesses rely on encryption to secure and verify electronic commerce transactions. Encryption is the process of disguising, that is encrypting, a readable communication into an unintelligible scramble of characters according to some predetermined code or cipher. Anyone who wants to send or receive encrypted communications must have a key. People as well as entities need a key. Computers and fax machines may even need keys. In many implementations of electronic data interchange (EDI), a computer will automatically solicit bids and place orders electronically if inventory is low. Some fax machines encrypt documents before they are sent. There is currently no general prohibition on the use of encryption in the U.S. The federal government is trying, however, to control its use in part through export controls. Except for certain mass-marketed encryption products and products that use key lengths of 40 bits or less, cryptography cannot be exported unless the State Department first issues a license permitting such export. In this way, the federal government is trying to slow the spread of strong encryption. When based on tested algorithms and implemented using non-obvious keys of sufficient length, cryptography is very, very strong, and is capable of providing more than adequate security for most electronic commerce needs. Most of the Internet and new technology issues raised under the U.S. Constitution involve regulations of freedom of speech. The problem

is related to the unique feature of the Internet - its ability to cross-political and geographical borders - and the inability of current technology to filter out what legislators and government regulators would like to block. For business, the issue has generally focused on the content of information contained in Web sites. Government regulation of on-line transactions which allow access to sexually explicit material on the Internet was the focus of the U.S. Supreme Court's decision invalidating the Communications Decency Act, passed by Congress in 1996. This law [Section 223(a)] made "knowing transmission of obscene or indecent" messages to any recipient under 18 years of age a federal crime. Another section of the law [Section 223(d)] prohibited the knowing, sending, or displaying to a person under 18 of any message "that, in context, depicts or describes, in terms patently offensive as measured by contemporary community standards, sexual or excretory activities or organs."

A three (3) judge federal court in Philadelphia heard the case in a thorough trial, including a detailed study of the Internet and World Wide Web, and the availability of sexually explicit material on the Internet. The court made 410 findings of fact and reached the conclusion that large portions of the law were unconstitutional and issued an injunction prohibiting its enforcement. The United States appealed the case to the U.S. Supreme Court. The Supreme Court began its opinion with a detailed description of the Internet, tracing its beginning to a military program designed to enable computers to communicate with each other. The astounding growth of the system in the civilian sector was reported, with some 9,400,000 host computers today, compared with 300 in 1981. The Court said that at the time of the trial, about 40 million people were using the Internet, with the number expected to top 200 million by 1999. It is, said the Court, "a wholly new medium of worldwide human communication." The Court concluded that the CDA placed an unacceptable heavy burden on protected speech, and that the defenses for such regulation did not constitute the sort of "narrow tailoring" that would save an otherwise patently invalid constitutional provision. Since there was no way of effectively determining the age of a user who is accessing material through e-mail, mail exploders, newsgroups, or chat rooms, the CDA's breath would impact and curtail significant amounts of adult conversation on the Internet. Thus, the law was held unconstitutional.

ONLINE CONTRACTS

The ability to create and enforce contracts is essential to the viability of e-commerce. An increasingly important legal issue is how to create an on-line contract that is binding and enforceable. A contract is an agreement that can be enforced in court. A contract is formed is formed when two or more parties agree to perform, or to restrain from performing, some act now or in the future. Contracts in general can be formed by oral or written agreement. They can be implied by the conduct of the parties or industry custom. An on-line contract is a contract created wholly or in part through communications over Internet networks. Thus, contracts can be created by e-mail, through web-sites, via electronic data interchange (EDI), and other techniques. Transactions in EDI raise a number of legal and practical issues, including security issues, choice of protocols, and allocation of

risks of error. These are best resolved in a master trading agreement, which the parties enter into at the outset of the relationship. Several model-trading agreements exist, which can be adapted to the parties' specific needs.

1. Digital Signatures

An on-line convention that is increasingly being used to create a binding contract for Internet transactions is the "webwrap" or "clickwrap" on-line agreement. This is a contract that is displayed on the web-site to the buyer in the course of a purchase transaction and which contains the terms that will govern the buyer's purchase. In the course of the purchase, the buyer must indicate that he or she has read the contract and has agreed to be legally bound by its terms and conditions. This is commonly done requiring the buyer to "click on" an "accept button" before the purchase can be completed. These agreements were developed in response to certain cases concerning the enforceability of software "shrinkwrap" licenses (examples include CD-ROM software delivered in a package or envelope that contains certain license terms printed on the outside). The cases interpreting "shrinkwrap" licenses have generally held them to be unenforceable, primarily due to the fact that the license terms were not presented until after the customer had already entered into the sale contract (for example, through an accepted telephone call or off-the-shelf purchase). Thus the "shrinkwrap" terms were considered an unenforceable attempt by the vendor to modify the contract after the fact. Although there are currently no reported cases concerning the enforceability of "webwrap" contracts, the reasoning contained in the "shrinkwrap" cases indicates that a "webwrap" contract is most likely to be enforceable if the buyer has:

1. Clear notice of the applicable contract terms;
2. A reasonable chance to review those terms prior to completing a purchase; and
3. To perform an act to affirmatively indicate consent to those terms before completing the purchase (hence the requirement to "click on" and "accept button").

In the future, it may be increasingly common to ensure the enforceability of on-line contracts through the use of digital signature technology. Digital signatures are one of the most promising security measures available to satisfy the legal and business requirements of authenticity, integrity, nonrepudiability, and writing and signature. Digital signature technology involves the use of a "public key" or asymmetric cryptography to "digitally sign" a document. A "digital signature" is not merely a digital version of an actual signature; it is a process that transforms an electronic message in a manner that is unique to each user. The use of digital signatures was authorized by the passage of the federal Digital Signatures Act of 2000. Another issue presented by on-line transactions is whether Internet product distribution will create conflicts with any

existing contracts between a company and third parties, which contracts grant such third parties exclusive rights to specific channels of distribution (e.g., exclusivity in a given territory, such as Japan, or for a certain market segment or a specific group of manufacturers). Conflict occurs with such exclusive arrangements because product sales via a company's web-site are generally considered to be directed at all geographical territories and market segments, including the territories and segments subject to any exclusive arrangements between the company and a third party. It is advisable, therefore, for a company to review all existing distribution and sales arrangements for potential conflicts before beginning to sell product via its website. If any conflicts are discovered, a company may have to amend or terminate existing exclusive arrangements. In addition, a company should develop language that would be added to any future distribution and sales contracts intending to grant to third parties any type of exclusivity which would expressly allow the company to sell the covered products) directly via the

company's web-site to customers located or included in the exclusive territory or market segment.

2. Uniform Commercial Code for Electronic Commerce

In general, parties should be able to do business with each other on the Internet under the terms and conditions they agree upon. Private enterprise and free markets have typically flourished, however, where there are predictable and widely accepted legal principles supporting commercial transactions. The Uniform Commercial Code (U.C.C.) is a model law designed to simplify, clarify, modernize, and make uniform the law governing commercial transactions. Article 2B of the U.C.C. governs transactions in software and other digital content. It gives statutory recognition to the legally binding effect that can result from the use of security procedures, such as digital signatures, in on-line transactions. Businesses that engage in on-line commercial transactions should be familiar with warranties. Basically, any contract for sell of goods contains certain warranties, either express or implied. A seller can create an express warranty by making oral or written representations concerning the quality, condition, description, or performance potential of the goods. An implied warranty is one that the law derives by implication or inference from the nature of the transaction or the relative situation or circumstances of the parties. Implied warranties include warranties that the goods are fit for their ordinary purposes and will pass without objection in the trade (known as the "warranty of merchantability") and a warranty that the goods are fit for the buyer's purposes, where the seller has reason to know those purposes and that the buyer is relying on the seller's judgment (known as the "warranty of fitness for a particular purpose"). Both express and implied warranties continue to apply to on-line contracts for the sale of goods. The U.S. supports the development of an international uniform commercial code to facilitate electronic commerce. Such a code would encourage governmental recognition of electronic contracts; encourage

consistent international rules for acceptance of electronic signatures and other authentication procedures; promote the development of alternative dispute resolution mechanisms for international commercial transactions; set predictable ground rules for exposure to liability; and streamline the use of electronic registries.

3. Tariffs and Taxation

Buying and selling goods and services on-line result in transactions that are considered taxable in most jurisdictions. What kinds of taxes apply to on-line transactions? When is the vendor obligated to collect the tax from the buyer and remit it to the taxing jurisdiction? When, and under what circumstances, can a vendor located in one jurisdiction be taxed for on-line transactions that occur with customers in another jurisdiction? Who has the power to tax on-line commercial activities? Tax laws and the concepts underlying them are grounded on geography - where a company is located or doing business - and on physicality - what tangible things are being sold or services are being performed. In many respects, the activities of a company doing business electronically transcend geography and physicality. Consequently, taxing authorities are experiencing a difficult time applying their tax laws to electronic commerce, especially when it comes to sales tax on electronic sales or customs duties on the importation of digital goods. Anyone doing business electronically is confronted with the task of reviewing the statutes, regulations, rulings, and case law of each jurisdiction to determine whether it has nexus with that jurisdiction and whether its activities are subject to tax. To avoid this awesome task, most states and nations, including the U.S., are recommending adoption of agreements that declare the Internet a tariff-free environment whenever it is used in the sale of goods and services. Additionally, it is recommended that no new taxes be imposed on Internet commerce. Existing taxes that are applied to electronic commerce should be consistent across national and sub-national jurisdictions, and should be simple to understand and administer. State and local governments, as well as nations, should cooperate to develop a uniform, simple approach to the taxation of electronic commerce, based on existing principles of taxation. Electronic commerce is to a truly global medium, and all national, state, and local governments benefit from barrier-free trade across it.

CyberTorts and CyberCrimes

Except in cases involving personal injuries, merely transmitting information, or making it accessible, via the Internet is insufficient to subject the publisher to a negligence suit filed outside its state of residence. Personal injury claims arising out of the sale of merchandise, however, will depend on the nature and extent of the vendor's contact with the injured plaintiffs state. For example, the sale of component parts to a manufacturer will be much less likely to trigger jurisdiction in a suit brought by an injured end-user than a sale of finished goods made directly to the end-user. The result in such a case is likely to be the same, however, whether the merchandise is ordered online, by telephone, or through the mail. The rules of criminal jurisdiction are similar to those that apply to intentional torts. As a result, a crime committed on-line will subject the perpetrator to prosecution, both in the state in which he

or she was physically present when the crime was committed, and in the state or states in which the victim or victims of the crime reside. In fact, any state in which an essential part of a crime has been committed has jurisdiction to try the offense. Thus, a theft of funds caused by fraudulent wire transfer can be prosecuted where the bank is located, as well as in the perpetrator's home state.

CONCLUSION

The challenge for the law is that it must adapt to the reality of electronic commerce by providing clear guidance for those who engage in on-line commerce. Without certainty in the legal rules, electronic commerce will not reach its commercial potential. The law can, and does, however, successfully adapt to new technology. Copyright law is a prime example. As the Supreme Court has noted: "From its beginning, the law of copyright law has developed in response to significant changes in technology". Authorized over 200 years ago by our Constitution, copyright law has weathered the changes brought about by new technologies such as photography, sound recording, and broadcasting. Today, it adequately protects works in all three of these areas. There is, of course, a debate raging today over whether existing law can successfully adapt to the issues of electronic commerce. I predict it has, will, and will continue to do so. Judges are amazing adept at transferring traditional legal reasoning to apply to on-line commercial transactions. One thing is for certain - that the law will certainly have an impact on those who engage in this new way of doing business.

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THIS IS THE FULL-TEXT.

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Print Media ID: 50436

Text:

...and sometimes criminal, acts in Cyberspace? What are the legal limits on the content of business speech, Web site access, and Web-Page content? What legal protection exists for trademarks, copyrights, and other intellectual...

...initiates the transaction and the target of such exchange. In e-commerce jargon, B2C means business-to-consumer (initiated by a business, aimed at consumers) transactions, B2B means business-to-business transactions, and B2G means business-togovernment transactions. Business-to-business transactions account for most of today's e-commerce sales volume, because they generally involve...

...goods and services. In the State of Georgia, as well as in most other states, vendor registration and bidding on state contracts is increasingly (almost exclusively) being done on the Internet. It...

...file incorporation documents electronically in most every state. It is imperative that businesses that do business with these states, or with any governmental entity, be proficient in e-commerce technology. Consumer person. In consumer-to business (C2B) transactions, the consumer, not the business, initiates and controls the exchange. Benefits to consumers engaged in C2B transactions include allowing consumers to band together for volume discounts on merchandise offered on Web sites; allowing consumers to

post requests for items they want to purchase, so businesses can respond with specific offers; and searching...

...Web sites allow on-line transactions such as driver's license renewals, as well as business transactions such as permit applications. Many states have begun selling seized and surplus property to...

...Businesses are another constituency that governmental agencies are reaching online (G2B). The U.S. Small Business Administration site (<http://www.sba.gov>/<http://www.sba.gov/>) is one of the more comprehensive sites...

...site, will it be subject to suit in California, or any other location where the site is viewed? If a business in Canada commits a tortious or criminal act against a U.S. business, can suit...

...within the geographical jurisdiction, for example. As a matter of course, items posted on a business Web site in one part of the world can be accessed by persons and businesses in other...policies, and even inadvertent failure to comply with promises. To avoid this deceptive practice, a company's web-site should be audited regularly to be sure that the web-site is doing what it...profiling, and even the merging of personally identifiable on-line and off-line data, a business web-site must provide "robust" notice and the choice to "opt out", which must appear at the...

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...exclusivity which would expressly allow the company to sell the covered products) directly via the company's web-site to customers located or included in the exclusive territory or market ...2. Uniform Commercial Code for Electronic Commerce

In general, parties should be able to do business with each other on the Internet under the terms and conditions they agree upon. Private...

...Basically, any contract for sell of goods contains certain warranties, either express or implied. A seller can create an express warranty

by making oral or written representations concerning the quality, condition ...

...and a warranty that the goods are fit for the buyer's purposes, where the seller has reason to know those purposes and that the buyer is relying on the seller's judgment (known as the "warranty of fitness for a particular purpose"). Both express and...

...transactions; set predictable ground rules for exposure to liability; and streamline the use of electronic registries.

3. Tariffs and Taxation

Buying and selling goods and services on-line result in transactions...

9/K/2 (Item 1 from file: 16)

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Federal Government Rolls Out New Contracting Notice Web Site.

Advanced Materials & Composites News , v 23 , n 521 , p NA

August 6 , 2001

Language: English Record Type: Fulltext

Document Type: Newsletter ; Trade

Word Count: 350

Text:

The Commerce Business Daily (CBD) has been the federal government's sole source for contracting notices for decades. That is about to change as the government charges fully into the digital era with a new contracting Web site.

Starting October 1, 2001, all federal agencies will be required to post notices of contracting opportunities on a single government Web site: Federal Business Opportunities (FedBizOpps) www.fedbizopps.gov . To allow vendors time for transition to the new Web site, agencies will continue to post notices in the CBD until January 1, 2002. However, after January 1, agencies may stop posting notices in the CBD and solely use the new Web site.

FedBizOpps will allow prospective contractors to target their searches better by allowing them to automatically receive electronic notice of procurement opportunities by "solicitation number, selected organizations, and product service classification. Vendors can also (use the Web site to) search procurements by solicitation number, date,

procurement classification code, and agency for active or archived solicitations."

Use of the new technology also will allow agencies to enhance their official contracting notices with supplemental information that may assist prospective offerors in preparing their responses.

The General Services Administration (GSA) is seeking private-sector vendor comments on the new Web site. They are interested in your suggestions regarding organization and usability of the site. For more information, see the May 16, 2001, edition of the Federal Register (pp. 27407-27414) at www.gpo.gov. Comments were due by July 16 directly to the Federal Acquisition Regulation Secretariat at: General Services Administration, FAR Secretariat (MVP), Attn: Ms. Laurie Duarte, 1800 F Street, NW, Room 4035, Washington DC 20405, or by e-mail to farcase.1997-304@gsa.gov. The GSA requests that you cite "FAC 97-26, FAR case 1997-304" in your correspondence. If you do comment on FedBizOpps, please send a copy to Brian Pallasch, ASCE's Director of Government Relations at govwash@asce.org; 1015 15th St NW Ste 600, Washington, DC 20005; or fax (202) 289-6797. Advisory - courtesy of the ASCE.

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Publisher Name: Composites Worldwide, Inc.

Industry Names: BUSN (Any type of business); CHEM (Chemicals, Plastics and Rubber)

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20010806

9/K/3 (Item 2 from file: 16)

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E-commerce is busting out all over.(metals industry electronic commerce firms)

STUNDZA, TOM

Purchasing , v 129 , n 6 , p 48B15

Oct 5 , 2000

ISSN: 0033-4448

Language: English Record Type: Fulltext

Document Type: Magazine/Journal ; Trade

Word Count: 4866

Text:

E-commerce firms continue to germinate in the metals marketplace. The latest is WorldWidePM, an Internet marketplace planned for powder metals. Another site under development is Ecopper.com, the Internet's first North American electronic portal for just copper commerce. Not to be outdone, Aluminium.com is expanding its aluminum products marketplace to include copper and copper alloys.

There have been other sell-side portals announced in recent weeks. Metal-Pages is a new Internet portal based in London just now collecting registrants around the world seeking to buy base metals, ferroalloys and specialty metals. Metal Smart in New York is targeting the ferroalloy, noble alloys and minor metals industry, and its business plan also

calls for an eventual expansion to other supply-side products used by the metals industry as scrap, pig iron, ore, electrodes and even refractories. Similarly, MetalOrigins of West Palm Beach, Fla., and CoreMarkets of New York have been launched as online ferroalloys marketplaces to bring North American buyers in touch with the predominantly offshore supplier base.

On the buy side, there's a new global online procurement alliance, tentatively called the Mining and Metals Marketplace, being developed as a Web site by Andersen Consulting's Los Angeles office on behalf of 14 metals and mining firms worldwide.

There's even a hybrid site, scheduled to go live in September, called Metal-Spectrum. Being developed by two score producers and distributors, this Atlanta-based site is intended to reduce costs across the supply chain for end users, distributors and manufacturers of aluminum, stainless steel, copper, brass, nickel alloys and titanium.

PURCHASING Magazine now estimates that the annual market for production-grade and metalworking metals is at least \$900 billion. Various studies estimate the global steel market at \$600 billion a year. The collective market for stainless steel, specialty metals, aluminum, copper, brass and bronze world markets is at least \$200 billion. While alloying

metals, ferroalloys, noble alloys and minor metals represent another \$95 billion in annual sales, the global powder metal industry runs about \$5 billion in annual sales.

Chances are that the Internet option could become more commonplace, especially as trading on the Web moves from spot sales of steel to key production-grade nonferrous metals and such specialty metals as ferroalloys and powders, and then to such sophisticated derivatives as futures. Metals Web entrepreneurs see no shortage of potential customers. They see the potential for billions of dollars in annual sales. "That's because they believe Internet penetration for businesses ultimately will equal 100% of the telephone," says analyst David Dwyer at Salomon Smith Barney in New York.

Cost is a key incentive for buyers and sellers contemplating a shift to the Web, where fees and commissions are pitched lower than conventional alternatives. The PC screen also can offer a wider community of potential business partners than the telephone, and prices are much more visible than in such traditionally opaque metals markets as steel. Dwyer maintains that metals currently offered on the Internet "only scratch the surface of what will be available in the next several years." He says that since most traditional suppliers still don't have sophisticated Web sites, the stage has been set for proliferation of additional third-party exchanges in coming months.

There are skeptics, however, who see too many Web sites already in development. At a recent metals e-commerce conference, James Southwood, president of metals consultancy Commodity Metals Management in Pittsburgh, said, "At the end of 2000 there will be about 50 Web sites in the steel and base metals arena, but we think there's only room for five such Websites worldwide."

Alexis Gutzman, an e-commerce consultant and technology author, suggests that the B2B metals marketplace "is long on hype and short on substance at the moment," and insists the portals that will be most effective "will be those that are meeting very narrow niche needs." The stage is set, Gutzman says, for more--and better--e-commerce by individual corporate Web sites. An irrefutable truth, she says, is that price and availability are often only a small part of decisions to purchase inventory or raw materials from a supplier. "Other considerations are whether the parts or materials required meet engineering specifications, terms of the sale, availability in the quantities required, and delivery date." In these areas, most third-party metals dot.coms simply can't deliver.

Eric Upin, managing director of the FleetBoston Robertson Stephens financial services firm in San Francisco, is skeptical of marketplaces such as MetalSpectrum being set up by groups of powerful suppliers. His reasoning is "strictly Wall Street bottom line." In Upin's view, "On the sell side, these marketplaces will never work because, essentially, suppliers are getting on stage naked. At the same time, buyers are given magnifying glasses."

Analyst Mark Parr at McDonald Investments in Cleveland bases his pessimism more on mainstream profit and loss issues, noting that "a major shakeout looms for most of several dozen players already in various forms of gestation because not enough will earn profits to stay in business." Parr says that "no more than a handful of the best financed, best connected early entrants will survive." In fact, analysts suggest that the best of

the already operating steel sites won't show a profit until 2002 at the earliest.

Diverse marketplace

New "electronic platforms" are being launched regularly. But, in truth, metals e-commerce is following no single business model, so the landscape is strikingly diverse. There are portals run by single principals quoting their own prices, extranets where big market players are cooperating, marketplaces, auction houses and hybrids (for example, at ProcureSteel.com in Signal Hill, Calif., buyers can post RFQ documents and await responses from potential suppliers). Also, there are different rules for access and wide variation in revenue models among the metals Net market makers.

Parr of McDonald Investments is not the only analyst to suggest that "successful Web-based B2B portals will be those who: adopt a differentiated strategy for prime material, maintain proprietary aspects of their individual business models, and offer value-added services." More than a few think the third-party dot.coms will be eclipsed eventually by corporate Web sites, which might explain why some major producers and service centers are willing to participate in more than one third-party site while refining their own e-commerce capabilities.

Parr notes that "the incredible excitement in the investment community associated with metals e-commerce through last year and early this year has waned considerably over the past several months." Reason: "Increased emphasis on application of tried and true business rules to new opportunities."

Parr and most other metals market analysts remain convinced that the Internet will become a major force in the evolution of steel and nonferrous metals marketing and procurement. "However," Parr says, "the ultimate shape of the industry is becoming increasingly blurred, as producers, end users and service centers undertake e-commerce development activities alongside the independent steel and nonferrous Web portals."

Parr points out that "the viability of independent steel e-commerce companies, for example, is no longer being taken for granted, and investor groups are asking harder questions about the sources and timing of long-term profits before anteing up additional funds."

For their part, the Web entrepreneurs are pleading for patience. Even they don't see an overnight revolution to Web-based metals sales and

marketing. "The metals industry has, to an extent, grown up over the years on a basis of trust and face-to-face relationships," says Peter Sellars, CEO of Emetra.com, which plans to launch physical trading of London Metal Exchange metals late this summer. "I don't think that relationship selling will change overnight. I think it will be a gradual migration to electronic platforms."

But even before Emetra can get operational in the trillion-dollar nonferrous metals trading arena, it's already facing competition from another London-based site, Spectron Metals, an e-commerce site trading in base and specialty metals, noble metals and bulk ferro alloys. And now, the Intercontinental Exchange, a petroleum-trading site being founded by seven banks and energy giants, has decided to expand startup capabilities to

include precious metals. It also plans to expand into base metals, natural gas and electrical power.

Steel at the forefront

Since the global steel market represents around \$600 billion worth of annual business, the steel sector has seen the most intense Web activity so far, with a number of veterans--and a few new sites--providing third-party electronic marketplaces. "With steel being such a big market," says analyst Dwyer at Salomon Smith Barney, "the Internet will have the most significant impact in the area of steel exchanges, both for producers and service centers, as well as the developing raw materials exchanges."

This is because the Internet is perceived as filling a vacuum in steel marketing and sales. Unlike nonferrous metals such as copper and aluminum, which have the London Metal Exchange (LME) or the New York Mercantile Exchange's Commodity Metals Exchange COMEX), there's no central steel exchange. "The field in steel is clear for online trading and auctioning," notes analyst Jeremy Gray at Morgan Stanley Dean Witter in New York. He suggests that within a few years, the Internet could be handling 60% of the world spot market in steel as buyers adapt to Net-based buying as a speedy sourcing tool that can replace excess "just-in-case" inventories.

Forbes Magazine recently created a huge stir in the metals B2B arena by listing steel marketplaces e-Steel, Material-Net, Metal Suppliers Online, MetalSite, Online Metals and Steel Spider among 200 "Best of the Web" B2B sites in operation. The other metals portal listed was aluminium.com. Interestingly, however, the portals were cited as today's "hottest metals exchanges" for their ability to move excess prime-grade steel that is cluttering warehouses and balance sheets, and not for their ability to provide steel that meets end-use customer needs.

Over the past 18 months, Pittsburgh-based MetalSite has grown from auction-based architecture to a full-service Web portal encompassing

full-line product catalogs, full-featured request for quotation (RFQ) capabilities, and advanced capabilities for effective supply chain management. The site averages 6,000 transactions a month, charging between 0.25% and 2% per deal. It offers monthly inventory totaling 150,000 tons of carbon steel and some stainless. This site appears to be the leading performer thus far for an independent e-commerce portal. Equity partners include steelmakers Weirton Steel, Bethlehem Steel, LTV Steel, Steel Dynamics, service center giant Ryerson Tull and Internet Capital Group.

The e-Steel marketplace in New York has strategic alliances with 2,300 metal suppliers across 85 countries and has kept direct investment by member companies to a minimum. (Note: e-STEEL has received volume commitments for supply from U.S. Steel and Dofasco and for purchases by Ford Motor Co.). Its Web site unites buyers and sellers of primary and secondary steel products and allows sales and purchasing professionals to haggle in private chat rooms. Cost is between 30 and 88 basis points per transaction. The site plans to charge a monthly subscription fee and referral fees for financing and logistics services. The company is focused on prime, rather than secondary, mill products.

MaterialNet of Lake Success, N.Y., the youngest of steel's Big Three, has more than 400 metals suppliers so it can run reverse auctions

between buyers and brokers of semifinished products and raw materials. Example: A manufacturer enters a request for a quote and service centers bid against each other to win the order. Sellers pay a 1.5% to 5% transaction fee, based on volume. Materials include carbon, alloy and stainless steel, aluminum, copper and brass, titanium and nickel. In July, MaterialNet set up a strategic supply alliance with OnlineMetals.com, a stocking distributor in Seattle, to expand transactions of cut-to-length smaller orders for smaller metalworking businesses.

OnlineMetals specifically targets orders for many grades of steel that are too small for traditional service-centers that move material in large sheets. Average order size is \$100, and CEO John Byrum says the average savings online is 5%.

MetalSuppliersOnline recently moved to Andover, Mass., and relaunched its Web site as a full-service portal though its still generates most of its revenues by charging a \$500 yearly fee for its database of mill service-center and extrusion-shop inventories. The site offers specs on nearly 17,000 steel and nonferrous grades. The firm charges 2%-5% for transactions made through its auction and RFQ capabilities.

Steel Spider specializes in excess prime and secondary flat-rolled steel. About 50 suppliers pay \$200-\$300 a month to advertise inventory on the site. Steel buyers can search the database or post, free of charge, a description of the steel they are looking for in the Post Wanted Steel section. The site automatically sends tailored e-mails or faxes when material becomes available.

Among the other North American steel portals are Spot Metals Online, Bloomfield Hills, Mich.; SteelBroker, Oakville, Ont., and SteelSales and MetalsSales (basically the same site) in Lehi, Utah, all steel-trading specialists. New York-based FerrousExchange is a marketplace that recently signed a supply deal with trader Vanomet of Switzerland for "several million tons" annually. MetalShopper in Unionville, Conn., features listings of prime and excess aluminum, brass, copper, nickel alloys, steel and steel alloys, stainless steel and titanium secondary materials.

BuyStainlessOnline in Bensalem, Pa., has received first-round venture capital to improve its Web-based technologies. Mason Fine, president, says that "over the next few months, there will be drastic improvements to the functionality" at the Web

site. Fine notes that the company already has added a scrap area where site users can trade quotes on stainless steel and nickel alloy scrap. The portal claims 94 registered suppliers, and also offers an auction of stainless steel products as well as a quoting service for distributors.

Probably the hottest offshore steel portal is IsteelAsia.com, a Hong Kong-based trading exchange with multilingual capabilities. Founded by a consortium of 20 (now 45) steel-related enterprises. Asia's first steel exchange portal membership now totals 2,200 from 61 nations in an open, nonexclusive environment. The Web site offers buyers and sellers the ability to initiate transactions, search for specific products, and negotiate secure transactions electronically.

Europe is expected to go through an e-commerce boom in the near future. Steelscreen of Stockholm, Sweden, is the first mover on the

European market, where steel transactions still are concluded by old-fashioned means with faxes, phones and browsing through catalogs. "Steelscreen's goal is to become a leader in the e-marketplace for metal products in Europe," says cofounder Peter Anderberg. Meanwhile, London-based Europe-Steel.com is working to expand steel buyers transactions with Russian mills, but acts more as a database of steel suppliers than as a trading platform.

Nonferrous has gotten active

There has been a flurry of Web-based activity this summer in the fragmented nonferrous and precious metals markets.

Aluminium.com this summer added semi-fabricated aluminum products to its online exchange. The firm added coiled sheet, cut-to-length sheet, re-rolled sheet, foil, plate and extruded aluminum products along with its original portfolio of primary, secondary and scrap aluminum. The portal, which went online in April, now has more than 1,200 registered buyers and sellers representing 94 countries. This autumn, the Web site will be launching Copper-market.com as an online exchange. "Our goal is to provide a comprehensive, centralized location for the buying and selling of nonferrous metals, including aluminum, copper and other metals," says Alan Kestenbaum, CEO of aluminium.com. "With the launch of Copper-market.com, we are one step closer to achieving this objective."

Meanwhile, ecopper.com wants to be the key digital marketplace to focus solely on copper and copper alloy products and services. The portal is being developed in an e-business technology partnership with Integrated Concepts Inc. of Addison, Texas. Its goal is to provide participating members with an online portal for buying and selling, content delivery, an interactive copper industry community, and exchange of knowledge between industry professionals. "Although the copper industry has touched on the e-commerce market, it has not fully embraced the benefits of today's technology," according to Dave Sheth, president. "Buyers and sellers of copper and copper alloy products and services will get real-time and customized information, online exchanges, electronic hubs and value-added e-markets or digital marketplaces."

New competition in online copper is coming from Calcutta, India and Hong Kong. Syracuse University-trained electrical engineer and copper products manufacturer Umaesh K. Khaitan is launching CopperNet.com as a full-service global marketplace in Calcutta and has opened a branch in North Butler, N.J. The site's trading board enables global buying and selling of all copper items listed by supplier members and has an offer and inquiry bulletin board. "The Internet will bring tremendous transaction-processing savings and competitiveness to the companies that use it properly and integrate it into their buying systems," says Khaitan.

Asia Aluminum Holdings Ltd. in Hong Kong has started both spot and futures trading of copper, aluminum and other nonferrous metals at i-metal.com. The spot business on i-metal.com offers a business-to-business online platform divided into primary metals market (ingots), end product market and scrap metals. The futures business includes online futures trading of the nonferrous metals market on the Shanghai Futures Exchange.

Meanwhile, WorldWidePM Inc. is being designed as a value-based collaborative exchange where buyers will be able to interact with suppliers of powder metals. Funding the effort are Hoeganaes Corp. of Cinnaminson, N.J., the world's largest producer of powdered metal for use by

manufacturers in product fabrication, and G5 Technologies of Cherry Hill, N.J., a collaborative e-commerce specialist. The industry portal will offer users the opportunity to efficiently work together to explore the benefits of powder metal versus other metal fabrication methods like machining, forging and castings. The portal also will match buyers with manufacturers in a secure collaborative environment.

Interestingly, WorldWidePM is the first of 15 collaborative business networks that C5 Technologies has been contracted to identify on behalf of Pennsylvania's Lightning Manufacturing project. Lightning Manufacturing is an initiative of the Commonwealth of Pennsylvania to facilitate opportunities for growth for Pennsylvania companies and to establish leadership in e-commerce. Participation in the WorldWidePM marketplace is open to all Pennsylvania powder metal manufacturers as a result of the commonwealth's role in its development. Note: Pennsylvania has the nation's largest concentration of powder metal parts manufacturers.

Now with a president (A. Alan Turfe), MetalSpectrum is pushing technology providers Ariba and i2 Technologies for a September launch of its online marketplace for end users, distributors and manufacturers of aluminum, stainless steel, copper, brass, nickel alloys and titanium. The independent marketplace will be open to all buyers and sellers to participate in forward and reverse auctions, plus catalog purchasing and supply chain optimization functions, explains Turfe. (He is former executive director and interim CEO of the Covisint e-procurement exchange being spearheaded by General Motors, Ford Motor and DaimlerChrysler.)

Metals suppliers and distributors that are equity partners are: Pittsburgh-based Alcoa and Allegheny Technologies (and its divisions Allegheny Ludlum and Allvac); A.M. Castle & Co., Franklin Park, Ill.; Chase Brass & Copper Co., Montpelier, Ohio; Commonwealth Aluminum Sales Corp.; Kaiser Aluminum of Houston; North American Stainless; Olin Corp. of Norwalk, Conn. (and its divisions Olin Brass and A.J. Oster); Outokumpu American Brass of Buffalo; Reynolds Aluminum Supply Co. and RASCO Specialty Metals of Richmond, Va.; Thyssen Inc. NA of Detroit (and its TMX Distribution Group, including Copper & Brass Sales and Ken-Mac Metals); TW Metals Inc., Exton, Pa.; and Vincent Metal Goods/Atlas Ideal Metals of Minneapolis.

The logic used to develop a Web-based marketplace for minor and strategic metals trading is the absence of organized exchanges for these high-priced but small-volume metals. "The markets are highly fragmented and are much smaller than those for the production-grade base metals," says Nigel Tunna, managing director of the Metal-Pages.com metals portal. "An electronic exchange actually lends itself to that kind of fragmentation in that the cost of having a forum to trade antimony is no greater than having a place to trade copper."

But as the online trading systems develop and inevitably consolidate into fewer, bigger operators, they might start taking on more of the characteristics of true exchanges.

As transaction fees get squeezed, sites will be seeking revenues from financial infrastructure operations such as payment processing, freight, import documentation, insurance, trade finance and contract warranties. Minor metals specialist Metal Smart.com, for example, which

operates offices in New York, Sao Paulo, Moscow and Hong Kong, plans to offer a wide range of value-added services, such as international and local shipping, warehousing, financing, insurance and automated documentation.

Intercontinental Exchange.com is an intriguing partnership designing a B2B exchange to trade petroleum and precious metals this summer. Later it will open up the exchange as a marketplace for buyers and sellers. The

portal plans to expand into base metals and other commodity products. Its founding firms are BP Amoco, Deutsche Bank, Goldman Sachs, Morgan Stanley Dean Witter, Royal Dutch/Shell Group, SG Investment Banking and the Totalfina Elf Group.

Interestingly, the Intercontinental Exchange sites may not compete against pure-play Net market makers, but rather will shake up existing commodity exchanges, such as the New York Mercantile Exchange, which trades in precious metals and energy. Analysts note that commodity exchanges have been slow to adopt electronic trading and slower still to recognize the power of Web-based markets. To that extent, the new exchange is less about changing industry supply chains and more about bringing greater electronic efficiencies to commodity trading and arbitrage (replacing phone calls with electronic links).

This also is the case with the two new London-based Internet brokerages (Spectron Metals.com and Emetra.com). These are derivatives trading platforms and the first direct Web challenges to the commodity metals trading market leader, the LME.

The LME earlier this summer launched a modernization campaign, but industry sources say the Emetra and Spectron Metals sites could pose a serious threat to the 123-year-old LME's \$2.8 trillion in annual futures and options contracts. Rival New York exchange COMEX has just a \$100 billion slice of the pie, while annual off-exchange business--spot and contract business--is estimated at another \$1.5 trillion. Personal networks at the heart of LME will not just wither away, according to analysts. They note that the Spectron Metals online trading platform has only done a moderate amount of business since it launched earlier this summer. Still, Gavin Gross, head of the LME Metals division of metals brokerage Spectron Futures Ltd., the Web site's sponsor, says there has been enough activity to bring some added liquidity and transparency to the LME metals market. "It's not like you have to teach traders how to trade," he says.

Emetra's derivatives marketplace is even more ambitious. Scheduled to go live by the end of January 2001, it will follow Emetra's physical platform with a range of nonferrous metals. Emetra was founded in February as a joint venture between nonferrous metal trading company MG Technologies (owned by U.S. energy giant Enron), Internet Capital Group and Safeguard International Fund. It had received added funding from Deutsche Boerse.

Miners, metal makers look at MRO

In the past few months, some 60 coalitions of multimillion-dollar companies have announced plans to build their own electronic procurement marketplaces. Two of the newest are the Mining and Metals Marketplace being developed by Andersen Consulting for 14 metals and mining companies and Metique.com launched by Ispat International and Commerce One. In 1999, estimated procurement spending by the nonferrous mining and smelting

industry was approximately \$200 billion. For the iron and steel industry worldwide, an estimated \$800 billion was spent on raw materials and equipment. Both maintain that if big manufacturing companies are forming exchanges to squeeze costs out of their own supply chains, why not the metal and mining companies?

MetalMaker also is online as a source of maintenance, repair and operations (MRO) supplies, raw materials and energy for the global metal-producing industry using industrial procurement software developed by Datastream Systems. Ty Roberts, president, says this Chicago-based portal is targeting the 30,000 producers of hot metals worldwide along with ferrous and nonferrous scrap processors and producers of alloys, alloying materials and base metals.

Founding partners of the Mining and Metals Marketplace are: Alcan Aluminum Ltd., Montreal; Alcoa Inc., Pittsburgh; Anglo American plc, London; Barrick Gold Corp., Toronto; Broken Hill Proprietary Co., Melbourne, Australia; Corporacion Nacional del Cobre de Chile (CODELCO), Santiago, Chile; Companhia Vale do Rio Doce (CVRD), Rio de Janeiro, Brazil; De Beers Consolidated Mines Ltd., Johannesburg, South Africa; Inco Ltd., Toronto; Newmont Mining Corp., Denver; Noranda Inc., Toronto; Phelps Dodge Corp., Phoenix; Rio Tinto plc, London; and WMC Ltd., Perth, Australia. These companies represent in excess of 60% of the market capitalization of the global mining and metals industry and are among the world's largest producers of aluminum, coal, copper, gold, iron ore, manganese, nickel, silver, zinc, industrial minerals and platinum group metals.

BHP executives expect online buying to cut its supply bill by 10%-15% annually, while Rio Tinto sees annual savings of \$80 million/year and Codelco of Chile hopes for \$60 million in savings. Reason: The plans for this new virtual marketplace include use of a common catalog of products in multiple languages and will allow participants to access and trade with a large pool of suppliers both locally and around the world, explains Tracy A. Stevenson, the interim chief executive officer. (He is the former executive vice president for financial services and strategy for Australia-based Comalco, a primary aluminum company owned by Rio Tinto.)

Ispat International, the world's fifth largest steel producer, has operations in the U.S., Canada, Mexico, Trinidad, Germany, France and Ireland. Ispat International itself has some 5,000 suppliers worldwide, with annual procurement spending of \$4.5 billion. Lakshmi N. Mittal, CEO, says the Metique project "is a way to deliver an enormous business transformation through the creation of a business-to-business e-trading purchasing community for the steel industry."

The Web site plans to list prices for key steel industry MRO commodities and capital equipment and provide joint-purchasing capabilities. "The goal is to help buyers integrate Metique into existing procurement processes, as well as develop a list of suppliers that will be part of their unique buying network," says Chris de Bruin, chief operating officer. At present, however, London based Metique is providing daily breaking news updates on the steel industry worldwide, steel market commentaries, stock prices and financial news on the largest publicly traded steel companies in the world exchange rates for common currencies and industry wide calendar of events.

PURCHASING's inside view

* Market structure: A confusing mix of supplier Web pages,

third-party marketplaces, auction sites, physical metal and futures contract trading portals,

bulletin-board-dominated sites, recent groupings of raw materials (including scrap) portals and mining and smelting plant MRO sites.

* Net penetration: Less than 1/100 of 1% of the estimated \$900 billion annual global marketplace for production-grade and metalworking metals. That's \$9 million, maybe, this year. The percentage is even lower for the estimated \$3 trillion in annual metals futures and options contracts.

* The outlook: Eventually, maybe 20%-30% of the production metals market will be on the Net, and possibly 30%-40% of the futures trading. But that will happen only if producers and service centers start abandoning EDI systems for Internet-based sales and delivery systems. Forecasts seeing 60% Web penetration for spot steel and 30%-40% Net use for all production metals are wildly aggressive.

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Special Features: INDUSTRY

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Forget doing RFQs the old-fashioned way. Buyers and suppliers are doing their jobs more efficiently on the Internet.

If the inventor of the wheel had decided to start outsourcing parts, the process of requesting quotes would have been pretty much the same as it is today. On the supplier end of the request for quote (RFQ), shops can invest heavily in both time and resources to prepare and submit a bid, then never hear from the buyer again. At some point, all the parties involved have probably wondered if there was a better way to do business. Well, according to one e-procurement website, there is.

SupplierMarket.com is an electronic marketplace where buyers and suppliers of manufactured components -- metal, plastic, and other types -- can do business with one another. The site gives

registered buyers a place to submit an RFQ. Registered suppliers can then be matched with a job, or they can browse open RFQs and nominate themselves. Suppliers prepare and submit quotes, which the buyer compares on-line. Finally, the buyer selects a supplier.

Sounds easy, doesn't it? The e-company says it is. Basically, says Holly Allison, marketing events manager for the Waltham, Mass., based company, the Internet takes the traditional RFQ process and turns it on its ear. In addition, the site is secure, and everyone -- supplier and buyer alike -- is checked out when registering. That way, teenagers, hackers, or anyone else that isn't a legitimate manufacturer never logs on in the first place.

Brett Rockwell, account manager at SupplierMarket.com, says Internet sites offer suppliers business in a volume or duration that they might not normally get. And says Allison, "This is business for which suppliers have not prospected. They have not spent one red cent for marketing, a salesperson's salary, or any sort of leave-behind. This is unsolicited business, which they can win and add to the bottom line." To further illustrate her point, Allison says, "Imagine you're a \$5 million shop and, all of a sudden, you get a \$60,000 RFQ on which you clear maybe 5%. To a company that size, the money can mean a new roof, heating system, or Christmas bonus for the employees. Or it can mean you work to capacity during a week in August instead of idling."

In just its first week of business, SupplierMarket.com registered 1,000 suppliers and \$100 million in RFQs. The site, which launched in October 1999, currently has over 8,800 registered suppliers (both buyers and suppliers at a ratio of 1:1.83, respectively). The idea for SupplierMarket.com, interestingly enough, started with the grandfather of one of its founders.

Lou Hansen owns a machine shop, and one day, he was using the Internet to locate new business. As Allison puts it, "Typing in 'screw' on Yahoo didn't exactly yield the results he was hoping to see." His need prompted his grandson, Jon Burgstone, along with Asif Satchu, to found SupplierMarket.com. The site now facilitates business-to-business e-commerce for small, medium, and large-sized buyers and suppliers for any type of direct-manufactured products or materials, including fasteners, metals, plastics, and packaging.

"SupplierMarket.com wanted to be the matching portal for both buyers and suppliers so that a company like Lou Hansen's Hansen Enterprises could register their core competencies -- no matter what their size," says Allison. Core competencies include a company's technical specifications, its years in business, and its quality-assurance certifications.

By company estimates, the site slashes about 70% off the time spent preparing RFQs, sending them out, and selecting a supplier. Bill Sheehan, director of business development, says, "This relieves so many hassles at so many levels, without threatening the procurement guy. Often, an e-procurement solution borders on replacing the procurement professional. This, however, is a tool for those people to do their jobs better and look like heroes."

The buyer submits an RFQ

With SupplierMarket.com, registered buyers create an RFQ using a standard on-line form. Buyers fill out a description of the part, the material from which it is made, the machining processes used to make it,

and so forth. They also provide other details, such as the delivery terms.

In addition, the site asks the buyer to upload or fax a CAD drawing with the RFQ. The Internet service converts the drawing into a format that everyone can view -- no matter what Internet browser is used -- ensuring that all suppliers see the same rendering of a part.

On the RFQ, the buyer determines how many bids he will accept, the timeframe for bids, and the geographic areas from which suppliers will be accepted.

The service provides tutorials and on-line help for new users.

Allison says, "If you are on our site and pause at any of our fields for longer than 30 sec, a face pops up, asking you if you need help. If you do, we'll conduct a live, interactive chat to get you past that roadblock."

Suppliers register

Suppliers interested in registering at the site have to provide accurate information about their companies. Among other things, a registrant must supply the name, address, and phone number of the company; its annual sales; square footage of the facilities; and the company's quality certifications (if any).

Allison says there is a stringent approval process: "Our customer service department goes through three separate web verifications of a registration profile. No one goes up on the site until we speak directly to them, and their information has to match up completely. If there is a discrepancy, that person is not allowed on the site." The site also verifies information through Dun & Bradstreet as well as Infoseek.com, Yahoo Yellow Pages, and InfoLookup.

Matching buyer with suppliers

After the buyer and his bid check out, SupplierMarket.com posts the RFQ and notifies all registered suppliers with capabilities that match the buyer's specifications. In addition, registered suppliers can nominate themselves for a job if they see it while they are browsing open RFQs.

"Say you ask for a supplier within a 200 mile distance of Detroit," remarks Allison, "one that has to have at least \$8 million in annual sales, and one that is minority owned. We'll return to you only the suppliers that meet those qualifications and that can meet the RFQ. Registered buyers -- say they just bought a new piece of equipment or just acquired another company -- can also browse through all the open RFQs. If they find something they can handle, they can nominate themselves."

In some cases, comments Rockwell, "We might have 50 suppliers that fit the bill. If so, we ask the buyer to narrow the field -- perhaps by limiting bids to a certain geographical region." He says that to be an effective tool for the buyer, the reverse auction should only pit 5 to 10 suppliers against each other. That way, the buyer doesn't spend an excessive amount of time screening the bids.

The buyer, of course, always gets the final cut. He can review the self-nominated and the site-matched companies and eliminate anyone he chooses. The buyer can also ask that his regular suppliers be invited into the bidding.

The bid

Once the buyer and the suppliers are lined up, the real fun begins. In a traditional RFQ process, the buyer can receive a barrage of phone

calls from suppliers trying to clarify the job parameters. Maybe it's a question about tolerances or about a certain part feature, like a hole. Fortunately, this kind of Internet service excels in this part of the process.

The site lets suppliers post questions about an RFQ on a message board. The beauty of this system is that the buyer only responds once to any given question. Everyone involved in the bidding gets an e-mail about the posting. This means that the buyer is not wasting time answering

the same question repeatedly, and, for the supplier, the playing field is level when the bidding starts.

"For buyers alone, the timesavings is worth it," explains Allison. "The fact that we drive down costs anywhere from 15% to 20% is just a bonus. With us, the buyer can set the date and time of the auction, along with the nomination period. We've done the negotiating for you."

The site uses a reverse-auction format, which it feels provides the best value for the buyer and healthy competition for the supplier. Although suppliers may be somewhat hesitant at first, they soon enjoy the head-to-head competition found in a real-time reverse auction, reports Sheehan.

"The auction itself is neutral in that everyone sees everything about everybody," he says. "At first that sounds like a bad thing for suppliers, but in fact, some suppliers like this better than sealed bidding because they now know what the competitive bids are. And they aren't left wondering why they weren't chosen."

Rockwell says the company is getting great feedback from the participants -- even the ones that didn't win a bid. "They all say it was a good experience and that the auction really kept them on the edge of their chairs."

A key advantage of the site is that it lets small to medium-sized companies compete directly with larger tier ones and tier twos for equal business. For example, says Allison, the site doesn't recognize the difference between a \$10,000 RFQ and a \$10 billion RFQ. "It's the same with the human aspect of our company," she remarks. "The same number of people are involved in the \$10,000 RFQ as there are in the \$10 billion RFQ. We're completely neutral, favoring neither buyers nor suppliers."

One of the more interesting aspects of the site is that it allows for multi-line, or line-item, bidding. Buyers can write an RFQ with many lines (parts), giving suppliers the option to bid on the individual lines of the RFQ, the entire RFQ, or subsections of the whole order. The buyer, in turn, has the opportunity to select either a supplier or group of suppliers based on the bids.

The newest version of SupplierMarket.com boasts an extended bidding feature. This prevents someone from waiting until the last minute to bid to undercut everyone else. If a low bid is submitted within the last five minutes of the auction, the session is automatically extended five min. If a bid is placed during the extended session, then the auction is extended another five min, and so on. An easy way to think of it: An extended bidding session is to an auction what automatic overtime is for a playoff game. It keeps the competition fair.

If, at any given time, a supplier simply can't participate in an

auction, supplier managers at SupplierMarket.com can accept bids on its behalf. Suppliers can tell the supplier manager to submit an initial bid, and then, if the bidding reaches a certain point, enter a lower bid. Supplier managers also answer questions that a buyer or a supplier might have during the auction.

At long last, acceptance

The final step in the on-line process is picking the winning bid. Once all the quotes are in, the buyer gets a list of all the bids and the specifics of each bidder. While listed in order from highest to lowest, the bid list also contains registration information on each supplier.

That's why it is important that suppliers fill in the registration forms completely, recommends Sheehan. In some cases, a buyer will make his final selection based on other factors than the lowest price -- for example, whether the supplier is ISO 9000 certified or minority-owned. "It's not always the lowest bid," he reports, "but the best value."

Most RFQs settle terms such as delivery. However, SupplierMarket's account managers make sure that once an order is made, there is "due diligence." This means that the supplier provides what he says he will and the buyer will pay him on time.

The site does have a ranking system, similar to how Amazon.com has readers rank books and CDs. Companies can review comments about buyers and suppliers alike. Here is where companies can detail their experiences with each other -- for instance, if a supplier doesn't deliver as promised or a buyer is a slow pay.

But at what cost?

The site charges a transaction fee of 2% to 4% of the closing RFQ value. Only the winning supplier pays the fee -- the services are free to the buyer and the other suppliers.

The pricing structure is as follows: Business of \$100,000 (total value of the RFQ) is charged 4%. Between \$100,000 and \$500,000, it drops to 3%, and anything above \$500,000 is 2%.

There are no restrictions on future business between buyer and winning supplier. In fact, says Allison, her company hopes that the relationship between the two is such that the buyer automatically turns to the supplier for his next job. "We have no dibs on secondary contracts," she adds.

In the future, SupplierMarket.com promises to add features that will improve the collaboration between suppliers, buyers, and the sites themselves. Partnerships with logistics providers and financial institutions could be two such enhancements.

The company knows that there are still plenty of skeptics around, but in the long run, they see companies embracing this kind of technology. "These companies are smart," says Sheehan. "Right now, they're wondering how they can embrace these new technologies without some huge investment in new software. Sites like ours provide Internet solutions -- all you really need is a blueprint and an Internet connection."

(ILLUSTRATIONS OMITTED)

RELATED ARTICLE: In the market for a supplier?

During its beta testing phase, SupplierMarket.com asked Universal Products Inc., Brockton, Mass., to help it meet the needs of an industrial customer. The custom stamping and assembly house serves the capacitor, battery, appliance, medical, and aerospace industries and was the perfect

guinea pig for the new Internet site.

Now that the site is up and running, Universal Products has

registered as both a buyer and a supplier. Adam Rubin, company vice president, recommends the service, stating, "This is the way business is going to be conducted. If shops don't get on now, their competition is going to beat them to it. I think companies are either going to participate willingly, or they won't be around to participate at all."

Although the company has not yet gone through a bidding process as a supplier, it did have the chance to outsource a job using SupplierMarket.com. "The experience was an efficient use of time. It was easy, quick, and didn't cost me any money," states Rubin.

His job involved purchasing aluminum dummy pins for his capacitor assemblies. "Basically, I wanted to know if we were getting a good price from my existing vendor and if I could better the price from some potential source I've never heard of before," he explains.

Rubin faxed in SupplierMarket.com a copy of his print and then specified the number of pieces for which he needed a quote. He ended up with five bids and saved roughly five hours of work. "If you look over the hundreds of thousands of components that I'm either manufacturing or buying, five hours is a lot of time," he says.

Initially, he was concerned that he was giving up a lot of the control he had over the RFQ process. "When you're doing the research, you learn about the vendors and their capabilities. With SupplierMarket.com, you're relying on them to secure the information and to do the prequalification process."

The concept was strange at first, but he soon got past it. "Once the bidding starts, you can see the supplier qualifications. If you don't like someone's qualifications, you don't have to use that vendor. So my concern turned out to be a fear over nothing."

As of yet, Rubin has not been matched up with an RFQ as a supplier. But he says it is just a matter of time and that he looks forward to the experience. "Now that I've seen how the process works as a buyer, I think I am better prepared than someone trying the service for the first time," he explains.

RELATED ARTICLE: The new kid on the block

E-procurement sites are springing up all over the Internet. In addition to SupplierMarket.com, machine shops can use FreeMarkets.com, Ariba.com, and CommerceOne.com. One brand new site, which launches this month, is SupplierOne.com. Although it currently focuses on matching OEMs and suppliers of machined parts, castings, sheet-metal parts, extruded parts, blow-molded components, and injection-molded parts, it will soon include other categories.

This new site has been in beta testing since November 1999, but it already has more than 1,000 registered suppliers and \$25 million in potential orders. "This type of technology is ideally suited to the outsourcing found in industry today," says Art French, SupplierOne.com CEO. And in lean times, it can help a shop maintain full capacity.

Sourabh Niyogi, president and founder of the Houston-based company, says that using the Internet can save both buyers and suppliers time and money: "All the time that buyers spent phoning and faxing is now replaced with a couple of minutes of submitting an RFQ and placing an order. Buyers save money by having suppliers compete for a particular job. Suppliers, on the other hand, have a new forum to earn business that they wouldn't have ordinarily seen before -- with almost zero investment."

SupplierOne.com offers three bidding choices. The first, a sealed bid, is a traditional approach, where suppliers do not see competitor's bids. The second choice, open competition, lets suppliers see one another's bids. Reverse auction, the final choice, not only lets suppliers see other's bids, but it also requires that new bids be lower than the lowest submitted bid. The company reports that most of its buyers opt for the

sealed-bid format. Many of its customers say that they are more comfortable with this traditional method.

The buyer is not charged for using the Internet service. On the supplier side, only the winning company pays a transaction fee. This fee ranges from 2% to 4% of the closing RFQ value.

Although the Internet is where the initial deal is made, Niyogi says that the final terms are arranged between the buyer and supplier. "We don't prevent or discourage the buyer from making a site visit. In many cases we believe that's necessary to set up long-term arrangements. However, we streamline the paperwork process as fully as possible taking advantage of all the things the Internet can do."

French reports that the agreement reached through SupplierOne.com is like any agreement. "It's the same whether it's done on-line or face-to-face. The buyer always has options if the quality aspects or the delivery aspects are not met as promised."

SupplierOne.com currently verifies suppliers and buyers by checking their information with Dun & Bradstreet. And, in the future, Niyogi states, "We will be using other financial databases to verify that the buyer, in fact, can be a paying customer of a particular supplier and to show buyers the supplier's financial health."

The site already has satisfied customers such as Dynacut Inc. of Springtown, Pa., and Ram Winch and Hoist Co., based in Houston. These two buyers have not only saved time during the RFQ process but also cut the prices they had to pay for parts.

Russell Slegel, who handles prototype development and design for Dynacut, says his company sometimes gets strapped for time and can't make parts for its cutoff machinery. Because many of Dynacut's local suppliers have closed shop over the years, Slegel used the Internet to find new business partners. "We're using the Internet to outsource a lot of our parts," he comments.

All of Slegel's on-line experiences have been positive. On one job, he posted an RFQ for a high-precision, aircraft-aluminum rotary seal housing. The part is black anodized and has bore and threading tolerances of 0.0005 in.

The last time Dynacut had a large quantity of the parts made was years ago, by a friend of the owner, who gave the company a deal. "We got the parts for \$7.50 each," says Slegel. When it came time to re-order,

Dynacut figured that the part would cost about \$16. "When we went on SupplierOne.com, we got one quote for \$18, one for \$17, one for \$9, and one for \$6.95," Slegel remembers. The winning bid, the one for \$6.95, came from a CNG shop in Milwaukee.

"I can't see how anyone could have a bad experience with this," says Slegel. "You post an RFQ, and the worst thing that can happen is that no one bids on it. And if no one bids on it, chances are that you're not getting any bids around your hometown either."

According to Slegel, filling out the RFQ was a breeze. It took just 15 min. "You fill in your information, attach a blueprint, and send in the RFQ. Within two to three days, SupplierOne.com sends an e-mail reminding you to stop by the site and check out the quotes," says Slegel. "I generally give it a week to make sure I have three or four bids," he adds.

Slegel just went through a traditional bid process and only ended up with one bidder. "It was no picnic calling all those shops and being put on hold," he remarks. He estimates that SupplierOne.com saved him at least four hours of extra work.

Jerry Browning, a buyer for Ram Winch and Hoist, has a similar story. The company, which services the offshore oil field market, makes winches, hoists, and custom material-handling systems. It outsources all of its machine work.

Browning says he stumbled across SupplierOne.com and decided to give it a shot. He sent in an RFQ on a small fastener made from 316 stainless steel hex bar. "I got a great price on it," he remarks. "Apparently the supplier had some of the stock laying around, which is the biggest problem with a job like this -- it costs so much to get the material. And the job was only for 50 pieces."

To test the service, he also asked local machine shops for quotes. "I had to copy the drawing, fax each supplier, wait for the faxes to come back, and go over the pricing," he says. "Depending on how many vendors you talk to, this process can take a couple of hours or more. With the website, I finished my RFQ in 10 min. I simply check the site once a day to see the bids." He has also made use of the site's electronic bulletin board, which he thinks is a great way to answer supplier questions.

Browning received approximately 10 quotes on his job, with a high price of \$14 each and a low price of about \$6.50.

Once Browning selected a supplier, he called the company to discuss terms. "We set it up just as we would with any other vendor," he claims. If the parts weren't up to spec, Ram could always return them.

Browning says he will continue to use the service. "In Houston, the oil-field business is in a drought, so it's easy to get a good rate on machine-shop work. But when things start booming, you often have to overpay. I'm expanding my vendor database and getting first-rate quotes without doing all the legwork. Suppliers come to me."

We want your feedback.

Article is interesting Circle 583

For product or technical
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Publisher Name: Penton Media, Inc.
Event Names: *366 (Services introduction)
Geographic Names: *1USA (United States)
Product Names: *3540100 (Machine Tools)
Industry Names: BUSN (Any type of business); METL (Metals, Metalworking and Machinery)
SIC Codes: 3540 (Metalworking Machinery)
NAICS Codes: 33351 (Metalworking Machinery Manufacturing)
-

...marketplace where buyers and suppliers of manufactured components -- metal, plastic, and other types -- can do business with one another. The site gives registered buyers a place to submit an RFQ. Registered suppliers can then be matched with a job, or they can browse open RFQs and...

...prepare and submit quotes, which the buyer compares on-line. Finally, the buyer selects a

supplier.

Sounds easy, doesn't it? The e-company says it is. Basically, says Holly Allison, marketing events manager for the Waltham, Mass., based company, the Internet takes the traditional RFQ process and turns it on its ear. In addition, the site is secure, and everyone -- supplier and buyer alike -- is checked out when registering. That way, teenagers, hackers, or anyone else that isn't a legitimate manufacturer never logs...

...need prompted his grandson, Jon Burgstone, along with Asif Satchu, to found SupplierMarket.com. The site now facilitates business -to-business e-commerce for small, medium, and large-sized buyers and suppliers for any type of...

...a company's technical specifications, its years in business, and its quality-assurance certifications.

By company estimates, the site slashes about 70% off the time spent preparing RFQs, sending them out, and selecting a...

...InfoLookup.

Matching buyer with suppliers

After the buyer and his bid check out, SupplierMarket.com posts the RFQ and notifies all registered suppliers with capabilities that match the buyer's specifications. In addition...

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...to you only the suppliers that meet those qualifications and that can meet the RFQ. Registered buyers -- say they just bought a new piece of equipment or just acquired another company -- can also browse through all the open RFQs. If they find something they can handle...

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...day to see the bids." He has also made use of the site's electronic bulletin board, which he thinks is a great way to answer supplier questions.

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9/K/5 (Item 4 from file: 16)

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06888162 Supplier Number: 58327311 (THIS IS THE FULLTEXT)

New Functionality at www.SupplierMarket.com; 'One of the Best Ideas of 1999' States Desktop Engineering. Business Wire, p 1164

Dec 21, 1999

Language: English Record Type: Fulltext

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WALTHAM, Mass.--(BUSINESS WIRE)--Dec. 21, 1999

SupplierMarket.com Launches Version 2.0 Easing Registration and Enhancing Bidding; Simmons Mattress Saves Over \$400,000 in less than 30 Minutes on SupplierMarket.com

SupplierMarket.com has launched version 2.0 of its leading Internet marketplace for the buying and selling of built-to-order, industrial manufactured products. Upgrades in the new site version include industry-related content, credit reports and dynamic bidding extensions.

"SupplierMarket.com is one of the best ideas of 1999," said Tony Lockwood, editor-in-chief of Desktop Engineering. "As a founding editor of

Byte magazine's online service back in the mid 80's and now as editor-in-chief of Desktop Engineering, I hear about many new companies in the high-tech and Internet arena. SupplierMarket.com offers the manufacturing industry an easy-to-implement solution to market inefficiencies and creates a precedent for sharing information - one that is truly Web-based. Many companies have a good idea, but SupplierMarket.com has brought theirs to fruition."

SupplierMarket.com version 2.0 is a 100 percent Internet solution that provides buyers the ability to source new suppliers and suppliers the ability to find new business. This provides small to large industrial manufacturers a rapid, highly scalable, cost-effective solution for electronic commerce that has never been available previously. SupplierMarket.com provides sourcing tools, dynamic bidding services, supplier self-registration and configuration, credit reports and other e-Commerce services.

"Recently, Simmons posted a contract on the SupplierMarket.com Website and we saved over \$400,000 in less than 30 minutes," said Leo T. Brennan, Simmons vice president of material management for Simmons Mattress Company. "The site was simple to use and, because there is no software to integrate, we saved not only money but valuable time."

Major enhancements in version 2.0 include:

- Parametric searching on parametrically rationalized request for quotes (RFQs) and other content

- Industry-related content from leading industry sources
- Expanded capability search and selection
- Streamlined self-registration and configuration
- Detailed, easy-to-follow instructions for first time users
- Email notification of RFQ events for active bids
- Embedded chat capability for each RFQ posting prior

to bidding

- Enhanced bidding, including bidding extensions based on activity
- Credit reports for buyer and supplier qualification
- Expansion of the marketplace to include Canada and Mexico

"In the two months since we launched, customers have given us very positive feedback about the site as well as suggestions for making the site better," said Jon Burgstone, co-founder and CEO of SupplierMarket.com. "Our

internal development team is industrious and focused on advancing the site to meet customer needs."

SupplierMarket.com version 2.0 is available immediately at www.suppliermarket.com.

About SupplierMarket.com

Headquartered in Waltham, Mass., SupplierMarket.com is an online marketplace that provides mutual benefits to buyers and suppliers of built-to-order parts. To use this unique online marketplace, companies only need an Internet connection; there is no investment in IT infrastructure, training or subscription fees. Through sophisticated matching and information technology, the SupplierMarket.com site enables manufacturers to broaden their supply base as well as secure more customers. The complete procurement process culminates in a live, online bidding event between buyers and qualified suppliers saving businesses time and money.

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Publisher Name: Business Wire

Company Names: *Simmons Co.

Geographic Names: *USA (United States)

Product Names: *2515000 (Mattresses & Bedsprings)

Industry Names: BUS (Business, General); BUSN (Any type of business)

SIC Codes: 2515 (Mattresses and bedsprings)

NAICS Codes: 33791 (Mattress Manufacturing)

Special Features: LOB; COMPANY

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...commerce that has never been available previously. SupplierMarket.com provides sourcing tools, dynamic bidding services, supplier self-registration and configuration, credit reports and other e-Commerce services.

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to bidding

- Enhanced bidding, including bidding extensions based on activity

-- Credit reports for buyer...

19991221

9/K/6 (Item 5 from file: 16)

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05529952 Supplier Number: 48380726 (THIS IS THE FULLTEXT)

Lotus Continues To Accelerate Into Small and Medium-Size Marketplace

PR Newswire, p 326NETH005

March 26, 1998

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Newest Versions of Domino Intranet Starter Pack, Domino.Merchant Server

Pack and Instant!TEAMROOM Available Within 30 Days

CAMBRIDGE, Mass., March 26 /PRNewswire/ -- Lotus today announced that it will begin shipping Domino Intranet Starter Pack 2.0 and Domino.Merchant 2.0 Server Pack within two weeks. These solutions allow small and medium-sized businesses (SMB) to quickly and cost-effectively implement intranet and e-business solutions that leverage Domino, the industry's leading messaging and groupware solution. Domino Intranet Starter Pack 2.0, a powerful yet easy-to-use intranet solution that delivers world class messaging, enables growing businesses to quickly realize the productivity benefits of standards-based Internet mail, group calendaring, faxing, information sharing and network collaboration.

Domino.Merchant 2.0 Server Pack is a complete, customizable software solution that helps smaller, growing businesses take maximum advantage of leading edge Internet commerce technologies. This award-winning product provides everything required to deploy an Internet commerce-enabled Web site quickly and easily, with minimal Internet programming experience. Lotus also announced today that an updated version of Instant!TEAMROOM, Lotus' first Instant!-branded, user-initiated groupware application, will be available to Lotus Net Service Providers (NSPs) in April. These three offerings comprise the cornerstone of Lotus' overall SMB initiative, designed to provide small and medium-sized businesses with easy-to-use, collaborative solutions that leverage the powerful, inherent capabilities in Domino, such as workflow, security and replication, to effectively communicate among employees, partners, vendors and customers.

"Growing businesses need solutions that allow them to quickly gain a competitive advantage in today's fast-paced economy," said Eileen Rudden, senior vice president of Lotus' Communications Products Division. "These productivity-enhancing solutions allow organizations to leverage the Internet to communicate and collaborate with their constituencies and automate their existing operations."

Domino Intranet Starter Pack 2.0 Provides Users Most Robust Messaging and Mobile Capabilities

Domino Intranet Starter Pack 2.0 is a packaged intranet solution that includes the Lotus Domino server, a choice of five Lotus Notes 4.6 clients or Microsoft Internet Explorer 4.0/Netscape Navigator 4.0 Web browsers, Internet mail and calendaring, and 12 ready-to-work business applications. Once deployed, users benefit from communication with Internet mail, phone directory, document sharing and online discussions. Customers also can automate business processes by using customer, project and account management applications, and create an engaging Web site with a few simple steps.

The Notes 4.6 client enables users to benefit from Notes' world class messaging and mobility. Utilizing Notes' unparalleled mobile support, disconnected users receive rich functionality, allowing them to access their e-mail, calendaring and scheduling, and other intranet applications as they work remotely. Domino Intranet Starter Pack 2.0's advanced calendaring and scheduling capabilities enable Internet mail and calendaring users to take advantage of free-time search and directory lookup capabilities. In addition, users can send faxes right from their desktop and because the fax server integrates with their messaging system, users can send messages to a wide audience and specify whether a recipient should receive the message via fax or e-mail.

Domino.Merchant 2.0 Server Pack Enables End-to-End

Commerce Solution to Encompass The Entire Selling Cycle

Domino.Merchant 2.0 Server Pack provides electronic commerce application templates, including an online storefront, multiple product catalogs and real-time, workflow-augmented order processing capabilities to enable growing businesses to have electronic commerce capabilities that mirror their existing business processes. The commerce applications help merchants establish long-term relationships with Web users through new and updated commerce capabilities that:

Offer one-to-one marketing capabilities, including discounts and promotions designed for specific people, groups and organizations; Provide real-time order processing capabilities through connections to CyberCash payment software, Taxware International's taxation software, and integration with United Parcel Service's (UPS) track and trace systems; Securely sell and deliver digital goods online; and Integrate with existing EDI-based systems with an included demonstration version of Market Data System's (<http://www.mdsgroup.com>) ecCENTRIC EDI product, supporting outbound X.12 and EDIFACT EDI capabilities.

Also included with Domino.Merchant 2.0 Server Pack is SiteCreator 2.0, an easy-to-use Web site creation wizard that walks business professionals through the process of describing the way their Web site

needs to work, and then rapidly assembles complex software components for maximum site efficiency. In addition to e-commerce applications, the

software includes a complete set of non-commerce applications, enabling smaller businesses to provide a complete external e-business presence for their customers.

Together these features provide growing organizations everything necessary to quickly establish an affordable business-to-business and business-to-consumer e-commerce presence. Domino.Merchant 2.0 Server Pack helps small organizations compete with larger organizations by extending e-commerce beyond the boundaries of transaction processing to include all of the pre- and post-sales activities required to get the greatest return on an e-commerce investment. This complete e-commerce solution, building on the core applications of the Domino Intranet Starter Pack, offers users market-leading content management features and tight integration with groupware technologies that are critical to the development of workflow applications.

"Lotus has provided small businesses with an e-commerce application that is powerful, quick and easy to use," said Clyde Shiigi, vice president, Datahouse. "Domino.Merchant has helped our customers make full use of the Internet and expand their small businesses to attract a larger

audience."

Teams Collaborate On the Web Instantly Through Rentable Applications

Instant!TEAMROOM 1.5, the updated version of Lotus' first Instant!-branded, user-initiated groupware application, is expected to be available to Lotus 'Net Service Providers ('NSPs) in April. Instant!TEAMROOM allows workgroups and teams to self-subscribe via 'NSPs to quickly and easily establish a private workspace outside of any one corporate firewall on the Web for collaborating on projects in an accessible, secure and affordable manner. This updated version is based on the Domino Instant! Host platform, the hosting platform which enables end-user self-subscription to Domino-based collaborative applications, including Lotus' Instant!TEAMROOM, and will offer a new, more graphical user interface and selective e-mail notification of new teamroom postings.

Business Partners and VARs Utilize Lotus' SMB Offerings to Provide Customers Competitive Advantage

Both Domino Intranet Starter Pack 2.0 and Domino.Merchant 2.0 Server Pack are fully customizable for Business Partners and value-added resellers (VARs) who want to build add-on business applications for a customer's intranet or Internet infrastructure, enabling growing businesses to increase profitability by utilizing e-business applications. With the enhanced customization options in Domino Intranet Starter Pack 2.0 and Domino.Merchant 2.0 Server Pack, Business Partners and VARs can easily plug in custom or add-on business applications to a customer's intranet, enabling them to tailor the solution as the customer's business needs expand. By developing user-initiated applications with Instant!TEAMROOM for

Domino Instant! Host, Business Partners and VARS are able to reach a broader market of customers and teams.

"Domino Intranet Starter Pack 2.0 allows us to deploy solutions in a quick and powerful manner, offering an immediate return on our investments," said Russ Bryant, vice president, Trinity Technologies Consulting Inc. "Our SMB customers were looking for an e-mail and application network that was easy to install and maintain, and Domino Intranet Starter Pack 2.0 provided these benefits, as well as a strategic solution to solve business problems."

Lotus Provides Business Partners and VARS Services and Support

In addition to providing a complete set of offerings, Lotus is continuing its channel initiatives to enable its Business Partners, 'NSPs, Internet Service Vendors (ISVs) and VARS to implement and support these solutions for their growing business customers. VAR Central, a Web site managed by Lotus' Business Partner Enablement group, provides Domino Intranet Starter Pack 2.0 and Domino.Merchant 2.0 Server Pack product information, and materials for download and self-paced training. After passing a brief technical exam, VARS and Business Partners can post their company's contact information and URLs on Lotus' product page, providing them with an additional vehicle for attracting potential customers. Business Partners and VARS can access the site at <http://www.lotus.com/var> Information on Instant!TEAMROOM can be accessed at <http://www.lotus.com/instant>.

In addition, Lotus offers the e-business Development for Growing Enterprises (eDGE) fund, a program that supports Business Partners and VARS in the development and deployment of Lotus Domino-based e-business solutions for small and medium-size businesses. Details on the program can be found on the eDGE fund Web page at <http://developmentfund.nfibonline.com>.

Pricing and Availability

Domino Intranet Starter Pack 2.0 will be available on the Windows NT platform in both English and International English for an estimated retail price (ERP) of \$1695.00. Domino.Merchant 2.0 Server Pack, part of the IBM Net.Commerce family of e-commerce products, will be available on Windows NT for an ERP of \$3495.00 for a single processor and \$8995.00 for a multiprocessor. Upgrade pricing of \$2621.00 (ERP) to Domino.Merchant 2.0 Server Pack is available to licensed users of Domino.Merchant 1.0, Domino Intranet Starter Pack 1.0 and Domino Intranet Starter Pack 2.0. Instant!TEAMROOM subscriptions are available through a growing list of Lotus Business Partners, ISPs, 'NSPs and Alliance Partners via links from the Instant!TEAMROOM Web site (<http://www.lotus.com/instant>). Subscription rates are determined by the individual ISPs, 'NSPs and Alliance Partners hosting the service. Instant!TEAMROOM currently supports Netscape Navigator 3.x and Microsoft Internet Explorer 4.x.

Lotus Development Corporation, founded in 1982, is a subsidiary of IBM Corporation. Lotus offers high quality software products and services that reflect the company's unique understanding of the new ways in which individuals and businesses must work together to achieve success. Lotus' innovative approach is evident in a new class of applications that allow users to access and communicate information in ways never before possible, both within and beyond organizational boundaries. Lotus now markets its products in more than 80 countries worldwide and provides numerous

professional consulting, support and education services through the Lotus Services Group.

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A copy of this release and other company information are also available via fax by dialing 1-800-57-LOTUS within the U.S. and Canada or 201-946-2336 outside the U.S. and Canada.

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...Domino.Merchant 2.0 Server Pack is SiteCreator 2.0, an easy-to-use Web site creation wizard that walks business professionals through the process of describing the way their Web site needs to work, and ...

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Aesco Electronics Inc.

www.aesco.com

While some companies have decided to throw themselves full force into

the world of electronic commerce, Aesco Electronics Inc. has opted to ease into it.

To ensure that it will be able to handle what lies ahead in the realm of Internet-based commerce, the company is concentrating its present

energies on ramping up internal capacity, according to William R. Feth, president of Aesco, Akron, Ohio.

The electronics, mechanical, and passive-components distributor recently networked its desktop computers to better accommodate its electronic data interchange (EDI) program. Customers and suppliers are able to tap into the network via the Internet, Feth said.

"For years, we had everything set up as a stand-alone PC," he said. "The network will allow us to better communicate with each other. We'll be able to send information back and forth on the desktop level."

Besides those efforts, the company has started to distribute and receive purchase orders, stock status reports, and product information via e-mail and electronic, computer-based fax transmissions, helping Aesco meet its goal of being less paper-dependent, according to Feth.

Although the company has an informational Web site, it has shied away from doing much with it because problems with operating a virtual store still exist, Feth said.

Security issues, reliability concerns, and the cost of installing Internet procurement systems are some of the factors that have to be considered at this stage, according to Feth. Once the technology becomes more commonplace, Aesco may expand its service offerings, he added.

"Right now, we are using the Internet as a communication tool and as a bulletin board," Feth said. "We want to make sure our internal systems are up and running, and then we'll take a look at this in the future."

All American Semiconductor Inc.
www.allamerican.com

With approximately \$244 million in sales last year, All American is a major player in the distribution business. On the Internet, however, the Miami company has kept a decidedly low profile.

"We have not invested quite heavily just yet because we wanted to see what our customers wanted," said president and chief operating officer Bruce Goldberg. "At this point, I don't think the customer base is that clear on how they want to use the Internet."

He does believe, however, that that time will come soon, and All American has developed a "plan of attack with all the state-of-the-art alternatives, and is prepared to ramp up quickly."

The company's current Web site is an easy-to-navigate corporate brochure, with information on the distributor's services, supplier offerings, sales locations, and other basic facts.

The supplier section lists basic product categories but not specific part numbers or data sheets. In coming months, however, the site will add specific product information, including links to data sheets, Goldberg said.

In addition, customers will be able to download a bill of materials, with cross-references to the distributor's line card. Online ordering also will be available, initially with credit card purchases, according to

Goldberg.

All American has also been aggressively using EDI with its suppliers and customers, with more than 100 customers online, Goldberg said. The company can also transfer EDI materials over the Internet, he added.

Arrow Electronics Inc.

www.arrow.com

www.arrowschweber.com

www.arrowcapstone.com

www.gatesarrow.com

www.arrowzeus.com

www.anthem.com

Each of Arrow Electronics Inc.'s North American units is accessible through the parent company's home page. Each contains company-specific information on products, services, line cards, office locations, and career opportunities, and each is crafted to be consistent with Arrow Inc.'s applications offerings.

None of the Arrow companies to date process orders over their home pages, but Arrow sees great potential for the Internet in supply chain management, according to Lauren Holmes, vice president of applications development at Arrow, Melville, N.Y.

In addition to corporate profiles, lists of products and suppliers, and other information, the distributor's customers can track their order status and carrier information via the Web. The next level, Holmes said, will be to increase the flow of information about the inventory pipeline between suppliers and customers, and this could include order processing.

However, the distributor does not see large-scale electronic commerce over the Net replacing EDI.

"I think most importantly, the Internet gives us a great second venue for electronic commerce," Holmes said. "It gives us a new way to conduct transactions that might have been difficult under traditional EDI. We think people are still using traditional EDI as the way to conduct large volumes of electronic commerce."

Arrow is working on a number of different applications for its Web sites, but is being very selective to make sure that the company makes the best use of the Internet's functionality. For Arrow, that means catering to the component-level industrial model rather than to a retail model.

The difference between a retail model - well suited to the Internet - and an industrial model is price, according to Holmes.

"The difference has to do with whether you'd be willing to pay list price or not. In the industrial model, customers still want to discuss price and scheduling. For small-lot orders, electronic commerce still makes a lot of sense, but in terms of the industrial relationship, it is not what do you have today but what will you have next month."

Such information through Arrow would be customer-specific, including what inventory is available for that customer and what pricing is available, Holmes said.

Of the Arrow companies, which include semiconductor specialists Anthem Electronics Inc. and Arrow/Schweber; passives and interconnect unit Capstone Electronics; and military specialist Zeus Electronics, computer-product specialist Gates/Arrow is the most likely to adopt online ordering. The value-added reseller/distributor (VAR/VAD) markets that it serves are more oriented toward a retail distribution model.

A distinctive feature of the Gates/Arrow home page is that authorized resellers can access and download a software library via the Internet.

All the Arrow companies offer search options by part number, product line, or supplier; provide in-depth supplier information such as address, product categories, and phone and fax number; and a hyperlink.

"Electronic commerce is something we are looking at, but coming up with the definition of electronic commerce is difficult today," said Ken Lamneck, vice president of marketing at Anthem, Milpitas, Calif. "We do a lot of EDI with our customers, and there are some things we are doing today that can fall under the definition of electronic commerce."

Avnet Inc.

www.avnet.com

www.hh.avnet.com

www.hhtech.avnet.com

www.time.avnet.com

www.penstock.avnet.com

Avnet Inc.'s three electronics distribution units - broad-line distributor Hamilton Hallmark Electronics, passive-component reseller Time Electronics, and RF specialist Penstock Inc. - have been aggressive in building interactive capabilities for their OEM customers.

At Hamilton Hallmark, based in Phoenix, six major customers are involved in a pilot program that enables them to perform online ordering. Using a password and a prearranged credit agreement, OEM purchasers can fill out a bill of materials, choosing from the thousands of part numbers carried by the distributor. There are two prices set, one for small-volume orders, the other for larger volumes.

This pilot program will be available to 20 customers in the next month, and the plan is to have 100 customers actively using the service, a source at the company said.

Hamilton Hallmark's Web site has an extensive array of information about its suppliers, products, prices, and product availability.

The company also gives its customers access to new-product information, and provides reference design kits and tutorials on different areas of technology. Customers can also track shipments sent via UPS and FedEx.

A subsidiary, Hamilton Hallmark Technologies, which distributes computer-related components to VARs, systems integrators, and small PC manufacturers, unveiled its own site last week at www.hhtech.avnet.com.

The site will enable more than 200 customers to conduct online ordering, the company source said.

At Time Electronics' home page, customers can access in-depth information about connectors, capacitors, and other passives, including downloadable data sheets and images of parts.

Penstock, which specializes in the distribution of RF/microwave wireless components, also has its own Web site. It features information about Penstock suppliers and products, including a product selection guide.

Bell Microproducts Inc.

www.bellmicro.com

Bell Microproducts' online ordering site is under construction. The distributor's home page currently offers information about the company, including its product lines and value-added capabilities.

"The site is two things: a marketing tool to tell our customers something about us, and beyond that it has the capability to navigate out to our supplier sites," said Bob Sturgeon, vice president of operations at the San Jose company.

Bell Microproducts is evaluating order entry applications and an extranet. "Right now, customers are more concerned with information gathering," Sturgeon said.

The extranet would link into the company's host system to check order status and other tracking information. The company is also considering options such as a shopping cart, order forwarding from an authorized customer, and credit applications.

However, the distributor sees those capabilities as geared more toward its computer product offerings, which operate under a high-turnover, low-margin retail model as opposed to an industrial one. "We don't see volume purchases going over the Net," Sturgeon said.

The company uses Digital.Market to support its component sales.

Additionally, Bell Microproducts sees the Internet as a platform to transfer supply chain information between its suppliers and customers.

"The downside [to the Internet] is you have to become expert in new technology," Sturgeon said. "The upside is clear visibility to a potential set of customers you may not do business with, and doing business through a lower-cost model. But that has yet to be seen."

The company has set no launch date for online ordering.

Bell-Milgray Electronics Inc.

www.bellind.com

Bell-Milgray Electronics Inc., El Segundo, Calif., expects to conduct electronic commerce through its Web site by the first week in November.

Currently offering line-card updates, supplier hyperlinks, quoting, and PO status on the site, the \$855 million distributor is launching a redesign of its home page that will offer purchasing capability.

Using technology licensed from Digital Market Inc., the site will have FTP (file transfer) capability, with which customers can

upload

their material requirements or a request for quotes, which

Bell-Milgray can download into its system. Once that option is utilized, customers will be able to see into Bell-Milgray's pricing, including

large-contract pricing and published resale prices, according to Rick Hamilton, vice president of strategic marketing at the distributor.

The company also intends to augment demand creation by offering a "consultant's corner" for engineering consultants who need information or samples.

First-time users will have to fill out a credit application with a turnaround time of 24 hours. The users will then get assigned IDs. Users will also have access to information on bonding capability and customer-dedicated stock.

Bell is pursuing online commerce as a way to access existing and potential customers, Hamilton noted.

"At this point in time, we believe people are still using the Internet as an information-gathering tool, but we want to find a way to get invited into the customer's home," he said. "That may be through the engineer, the small-lot purchasing guy, or the corporate buyer."

Bell's Web site gives the company the ability to quote and manage large customers on a worldwide basis on a single computer system, thus enabling the distributor to maximize its customers' buying capability, Hamilton said.

Engineers will also be able to send code through the site for first articles of programmable products such as microcontrollers or PLDs.

"I don't think anyone can replace face-to-face interaction," Hamilton said. "But we have to find ways to get information to people more quickly, and this will be a vehicle to do that."

Carlton-Bates Co.
www.carlton-bates.com

Being up on the Web in some ways can be like deciding to go to a trade show, said Bill Carlton, president of Carlton-Bates Co. "You hate not to be there," he said. "Your presence is missed if you're not there."

With customers looking for ways to do business via the Internet, the Little Rock, Ark.-based distributor, which already has an EDI system in place and provides point-of-sale data through e-mail, decided to set up a more comprehensive Web site to meet that demand.

In September, the company rolled out a Web page that allows customers to open accounts, pull down product information, check stock status, place an order, and arrange a payment schedule, Carlton said.

Though it is still too early to gauge the response, it appears that online ordering has become a popular option for engineers and R&D employees, according to Carlton. Purchasing managers may start picking up on the buying method when it becomes more familiar to them, he added.

Also, until there is faster Internet access and increased bandwidth, procurement personnel are likely to continue using EDI or e-mail to send purchase orders, a service the company began offering six months ago, he said.

"It has to get faster," Carlton said, referring to one of the problems in attracting a larger electronic commerce user base. "Right now, it's not very user-friendly. It can be laborious to do some of these searches."

However, electronic commerce is shaping up to be an important outlet, primarily because it is convenient to use, cuts back on the number of people "touching the order," eliminates the need for excessive data entry, and decreases the amount of paper traditionally involved in such transactions, he said.

Future Electronics Inc.
www.future.ca

Future Electronics Inc.'s home page is under construction, but it's unlikely that online ordering or material requirements planning (MRP) will be included, according to the company.

Future, Point-Claire, Quebec, currently takes purchase orders and MRP schedules over the Internet, but the interface is customer-specific, the company said. Company executives believe the Internet is best used as an information-transportation vehicle because of its low cost.

Future uses EDIFact in Europe and ANSI in the United States, and each requires certain software packages.

The company plans to make its Future Active Catalog available on the Internet.

Insight Electronics
www.insight.com

The San Diego-based semiconductor distributor has had a presence on the Internet for more than three years, and president and chief executive Greg Provenzano believes it has played a big role in the company's rapid growth.

"I think [the Internet] is a very important piece of our strategy," Provenzano said. "It's one more piece of the puzzle for us."

Insight's Web page has had online ordering capabilities for some time, but most of the orders are in small quantities for samples or prototype product runs placed by engineers.

But the relatively small volume of business generated directly over the Internet isn't the proper measure of success, Provenzano said, since the Web site attracts thousands of designers and engineers each month.

"We have a very technical, design-in-oriented strategy, and we also get a lot of valuable information on customers and trends," he said.

Insight's page has detailed product information and links to data sheets for all of its 25 suppliers. There is also an Insight on Demand section that enables customers to receive quotes on a bill of materials and estimate costs on entire manufacturing projects. Customers can also check stock and pricing information.

Another popular feature is the ability to track orders being shipped by UPS and FedEx.

Down the road, Provenzano sees the Internet playing an even more important role in the way distributors and OEMs do business.

"We don't see it yet, but what will become a trend is distributors' customers using their Web sites to manage their purchasing functions," he said.

Provenzano believes the Internet will give many small companies EDI capabilities at a fraction of the cost of traditional EDI.

"What we see is that, over time, an extranet setup will become as prevalent as EDI," he said. But it's not happening yet, so Insight continues to support traditional EDI, he added.

Marshall Industries
www.marshall.com

Electronic commerce is not just about online ordering. According to Marshall Industries chief executive Rob Rodin, it's about finding the intersection between people and technology.

El Monte, Calif.-based Marshall, which has been one of the electronics

distribution community's pioneers of Net-based commerce, offers a host of capabilities on its Web site, including parametric part-number search, access to more than 300,000 data sheets, the ability to expedite orders electronically, and a full order agent that lets customers buy online using an account number or CyberCash.

In addition, the Web site has an engineering design lab that allows users to download code, links to freight forwarders and suppliers, and Marshall's trademark Net Seminar, which demonstrates broadcasting of voice/data/video over the Internet.

A unique feature of the site is its live help capability, which lets users go into a chat room at any time and have access to an engineer.

Rodin noted that the company added this live help capability because it recognizes that although the Internet can sometimes replace the traditional interface, there are still times when a customer may need to have questions addressed by a representative from the distributor.

In addition to its Web site, Marshall has a host of offerings behind its firewall. These include intranet capabilities to enhance communications internally and with the company's global alliances, as well as an extranet, which lets all supplier and customer reps access specific, confidential information, such as backlog, contract pricing, design registration, and sales.

While Marshall has been recognized as a forerunner in the distribution industry with its networking activity, the distributor is far from resting on its laurels.

The company is working on a sophisticated product called MACRO (Marshall's Agreement to Coordinate Resources and Organizations) Link.

This product will use intranets and data warehousing to link a supply chain around the world, including engineering, forecasting, production, and distribution.

"We think that is the next key use of this technology," Rodin said. "We know that being an effective value-added company in the future means helping to coordinate the supply chain around the world, and we view the intranet technology as the enabler of this concept."

Nu Horizons

www.nuhorizons.com

Nu Horizons has been aggressive in its use of the Internet as both a marketing tool and a true medium for electronic commerce. The distributor has added several features to its Web site in recent months, and more are planned.

Nu Horizons' customers can use the site to find availability and

pricing information on all the parts offered by the distributor's suppliers. Parts can be searched by number or product type, and a bill of materials form is available, enabling customers to order online.

For now, the online ordering can only be done through secure credit card transactions, said Burt Silverman, MIS director at Nu Horizons, Melville, N.Y. Customers with established accounts will be able to order online in the next few weeks, he said.

Silverman reported that just a few online orders have been conducted so far, mostly from overseas customers that previously hadn't done business with Nu Horizons. But he expects several existing customers to make use of

the system.

Another feature to be added soon is direct links to suppliers' data sheets. The biggest obstacle to offering this service is that suppliers often move the data-sheet links, and the MIS staff has recently been beefed up to handle this challenge, Silverman said.

Nu Horizons, which uses EDI with many customers, will begin offering EDI over the Internet next month. "Our EDI transaction software has the ability to send the information through the Internet instead of using a

value-added network," Silverman said. This could save several thousand dollars a month, he said.

The first customer to take advantage of this feature will be Sun Microsystems Inc., which is requiring its distributors to do so, Silverman said.

Also in the works at Nu Horizons is an intranet system that will give company personnel access to reports and data on customers, markets, and suppliers. This system, slated to come online in February, will be followed by an extranet that will enable customers to access certain information, he said.

Peerless Electronics Inc.
www.peerlesselectronics.com

Peerless Electronics Inc. is looking to strike a balance between customers that feel more comfortable using the long-standing EDI systems and those wanting to use the Internet.

To keep pace with demand, the Lynbrook, N.Y., distributor is offering both alternatives. Though completely separate programs, they both serve as ways to reach customers and provide them with better service, said Dave Rome, vice president of product marketing.

While the EDI system has been in place for several years, the Web site was set up only about two years ago, said Rome, who added that traffic on the site has been steadily increasing.

The site enables customers to link to suppliers' pages, search for products, get price quotes, and order parts over the Internet, he said.

Peerless has about 80% of its suppliers linked to the site and is working on bringing more online.

The company also plans to look more closely at the Internet and determine what can be done to improve the service.

"We are always looking at enhancing the Web site," Rome said. "The site is the tip of the iceberg when it comes to the Internet."

Pioneer-Standard Electronics Inc.
www.pios.com

There is a movement afoot within the customer base and a high degree of interest in reducing the cost of purchasing and the cost of managing materials, said Jim Jeffries, vice president of marketing, industrial electronics division, Pioneer-Standard Electronics Inc., Cleveland. "And the vehicle that I see to provide that service in the future is the Internet."

Services on Pioneer's Web site, which was launched about a year ago, include catalog search (either by partial or full part number), plus data on product price and availability, and the ability to request a quote.

Approved customers can also do online ordering and look up the status of open orders.

Pioneer's online goals include making Web ordering accessible to all creditworthy customers, Jeffries said.

The Internet has also provided Pioneer with a platform for its warehouse integrated network program. This service for major customers provides inventory management programs for just-in-time programs, and also enables customers to complete a number of tasks electronically, including checking stock and ordering.

Jeffries said Pioneer's customers are "curious about electronic commerce," but the company has not experienced a "significant outpouring of requests for EC capability." However, he believes that "the Internet is extremely important to this industry as we go forward."

The Pioneer site currently gets about 240,000 to 250,000 hits per month.

Priebe Electronics

No Web site

With a watchful eye on the future of Internet-based electronic commerce, Priebe Electronics is starting to get its feet wet with the new technology.

About two months ago, the Redmond, Wash.-based distributor began experimenting with the transmission of purchasing orders via e-mail, according to Jim Nilson, vice president and chief information officer.

One of Priebe's customers has been sending purchase order samples as an attachment to test the feasibility of this ordering method.

However, due to the lack of uniformity among customers and suppliers, the company has decided to take a wait-and-see approach before plunging into cyberspace with a Web site, said Nilson, who also sits on NEDA's electronic commerce task force.

"There has to be an agreed-upon standard," he said. "The question that hits every distributor is: Can we handle as many different forms as we have customers, or do we say this is how we are going to accept orders over e-mail and give them the form?"

Another obstacle the industry faces with an electronic commerce operation is the absence of delivery guarantees, Nilson said. Unlike the more traditional procurement avenues, there are no certainties that the transactions were sent and received, which creates communication problems between the parties.

Despite the problems associated with e-commerce, once some of the wrinkles are smoothed out, Priebe may dive deeper into the Internet pool, Nilson said.

"We are watching it and watching the companies that are coming out with it," he said. "We will probably embrace it when there is a better

feeling about it. We think that is starting to come about."

Projections Unlimited

No Web site

Driven by customer demand, Projections Unlimited Inc. is jumping on the electronic commerce bandwagon.

The Tustin, Calif.-based distributor of passives and discrete components launched the first phase of its Internet-based strategy a few weeks ago after getting a number of customer requests for it, said

president David Herring.

The rollout allows buyers to attach a Microsoft Excel spreadsheet to an e-mail message, eliminating the need to fill out forms, fax orders, and wait for price quotes and delivery schedules, Herring said.

To further enhance its move toward an electronic commerce environment, the company is looking to post a Web site within the next two quarters, he said. But he added that it is too early to tell how interactive it will be. Creating a more interactive channel may be a consideration in the future as better security standards are developed and customers feel more comfortable distributing information such as credit card numbers over the Net, Herring said.

"At this time, most people are using the Web sites to provide information about what lines they offer and who they are. I haven't seen a lot of orders being placed through the Web site," he said. "Gradually, as e-commerce develops, there may be more of that."

The decision to offer an Internet service took some time to put into motion, mostly because the company wanted to gauge how hot the trend would be, Herring said.

One of the barriers the industry will have to overcome is the fear that the procurement of microelectronics will turn into a bidding auction. Herring said he doesn't expect that to happen, and he sees purchasing being done the same way it has been in the past, with the Internet being a tool to make that process easier.

Sager Electronics
www.sager.com

Sager Electronics will be making major changes to its Web site in coming months to enable customers to access more information and to order parts online, said Ron Lovell, director of information technology for the Hingham, Mass.-based distributor.

"What we're trying to do is give our customers and vendors as many options to do business with us as we can," he said.

Some of the site's features include:

- An interactive catalog that enables customers to look up parts by manufacturer, part number, or product type.

- "Selector Guides" that enable customers to identify and select various passive components by type, manufacturer, and package. The guides are currently available for connectors, sensors, switches, and relays.

- A stock check and pricing system under which customers can build a list of parts for quotation, request samples, or check price and availability.

- An order-tracking system for UPS and FedEx shipments.

The next phase, which is expected to be in place by the end of the year, is to enable customers to order online, Lovell said. This service, which will be available to all customers, will use credit card transactions.

That will be followed by a more complex system involving key customers using extranet technology. Select customers will be able to track inventory availability as well as price lists tailored specifically for them. And direct ordering also will be available, Lovell said.

Transferring EDI information over the Internet is another option being made available to key customers, although the company hasn't seen a big demand for that yet, he said.

On the engineering side, Sager will increase the number of data sheets available online.

Yet another plan is to convert the company's interactive CD-ROM catalogs to the Web, Lovell said.

TTI Inc.
www.ttiinc.com

Similar to several other distributors its size, TTI has spent a considerable amount of time developing an Internet strategy.

What the company has found in its research, said sales and marketing vice president Craig Conrad, is that the Internet could become an important medium for electronic commerce, but it's not there yet.

"The biggest need right now is for the exchange of information - order status, product availability, pricing - things that the customer typically calls us about," Conrad said.

As for electronic commerce over the Internet, "for engineers looking for data sheets and placing small orders for prototypes, it is definitely the way to go," he said. "But I think we're some time away as far as volume opportunities go. I don't see most buyers having the time to go in and input data into a Web site, when there's other technologies available to them."

Indeed, traditional EDI plays a big role in TTI's relationship with its customers, and will continue to do so, Conrad said, adding that the Internet will likely be used to transfer EDI files.

The Fort Worth, Texas, interconnect and passive-component distributor maintains a fairly basic Web site. The home page lists TTI's line card and product areas, with links to its suppliers' home pages. The product listings are broken down by area, with separate files for interconnect and passive lines.

The site also lists contact information for TTI's locations in the United States, Canada, Europe, and Latin America.

News and information on the company's value-added services can also be accessed online.

Online ordering will become available in the first half of 1998, according to Conrad. Other enhancements are planned as well, but he declined to discuss specifics.

Wyle Electronics Inc.
www.wyle.com

While Wyle Electronics Inc. has had a home page on the Internet since January 1996, the Irvine, Calif.-based distributor revamped the site this past summer to make it easier to navigate.

"As the Internet has become ever more important in information communication, we felt we needed to expand Wyle's site," said executive vice president Jim Smith, in a statement.

The primary function of the

company's Web site is to link visitors to hundreds of pages of product data from Wyle's suppliers and to provide information on its value-added services, according to the company.

The site also lists sales locations and VAR partners, as well as articles from Wyle's Resources magazine.

Wyle executives could not be reached for comment on the company's future Internet strategy.

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-

...helping Aesco meet its goal of being less paper-dependent, according to Feth.

Although the company has an informational Web site, it has shied away from doing much with it because problems with operating a virtual...

...added.

"Right now, we are using the Internet as a communication tool and as a bulletin board," Feth said. "We want to make sure our internal systems are up and running, and..."

...all the state-of-the-art alternatives, and is prepared to ramp up quickly."

The company's current Web site is an easy-to-navigate corporate brochure, with information on the distributor's services, supplier...

...com

Each of Arrow Electronics Inc.'s North American units is accessible through the parent company's home page. Each contains company-specific information on products, services, line cards, office locations, and career opportunities, and each is...Digital Market Inc., the site will have FTP (file transfer) capability, with which customers can upload their material requirements or a request for quotes, which Bell-Milgray can download into its system. Once that...

...he said. "That may be through the engineer, the small-lot purchasing guy, or the corporate buyer."

Bell's Web site gives the company the ability to quote and manage large customers on a worldwide basis on a single...to set up a more comprehensive Web site to meet that demand.

In September, the company rolled out a Web page that allows customers to open accounts, pull down product information, check stock status, place an...

...offerings behind its firewall. These include intranet capabilities to enhance communications internally and with the company's global alliances, as well as an extranet, which lets all supplier and customer reps access specific, confidential information, such as backlog, contract pricing, design registration, and sales.

While ...site," said executive vice president Jim Smith, in a statement.

The primary function of the company's Web site is to link visitors to hundreds of pages of product data from Wyle's suppliers and to provide information on its value-added services, according to the company.

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9/K/8 (Item 1 from file: 148)

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13268254 Supplier Number: 72520418 (THIS IS THE FULL TEXT)

KEY SUPPLIER WEB-SITE LOCATOR.(directory of suppliers)(Directory)

Purchasing , 130 , 6 , 67

March 22 , 2001

Document Type: Directory

ISSN: 0033-4448

Language: English

Record Type: Fulltext

Word Count: 3823 Line Count: 00358

Text:

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Industry Codes/Names: BUS Business, General; BUSN Any type of business

Descriptors: Machinery industry--Directories

Geographic Codes: USA United States

Product/Industry Names: 3500000 (Machinery ex Electric)

NAICS Codes: 3336 Engine, Turbine, and Power Transmission Equipment Manufacturing

File Segment: TI File 148

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The Carnegie Mellon University Library Information System (LIS): applications within the Software Engineering Institute (SEI) online environment.

Tinsley, Lynn G.; Yourison, Karola M.

Special Librarians , v84 , n1 , p18(7)

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Abstract: The Carnegie Mellon University Library Information System (LIS) uses computer-based information links developed by the Software Engineering Institute (SEI). This information network is utilized by members of the university's academic community.

Text:

THE SOFTWARE ENGINEERING INSTITUTE (SEI) is a federally funded research and development center sponsored by the Department of Defense under contract to Carnegie Mellon University (CMU). The institute employs technical staff of approximately 200 members. Communication at the institute is based on local area networks, electronic mail, and electronic bulletin boards. Each employee has access to a terminal or workstation which is connected to the local network. As part of Carnegie Mellon University, the SEI is also connected to the university computer network through the Internet.

To support the information needs of the technical staff, the SEI Library was established. At the initial planning stage a decision was made by management to create a fully automated library. This decision is in line with the research of the institute whose goal is to promote a software engineering discipline. Campus library facilities in place were already highly automated; therefore, the SEI Library decided to utilize this technology to its advantage. Thus, a special relationship between the SEI Library and the CMU Libraries began in 1986 and continues today.

CMU library services available to the SEI include acquisitions, cataloging, and document delivery. Through cataloging, the SEI library materials are included on the Library Information System (LIS), an online retrieval system developed locally for the CMU Libraries. Access to the university's library system is available to all SEI employees from their desktop. Employees are encouraged to utilize the online system for information retrieval. Library orientation is in place to accommodate new employees, visiting scientists, and resident affiliates to become

knowledgeable about the features of LIS.

The focus of this paper is to profile the features of the LIS and how it is utilized by the SEI community. Electronic mail applications, online request forms, file applications, and current awareness capabilities for the SEI community will be highlighted. A brief history of the LIS and the newly developed system LIS II, (the Mercury Project electronic library prototype under development at CMU) will be discussed.

CMU Automation Background

The Library Information System (LIS) is a locally developed and maintained information retrieval system. This system supports the teaching curriculum and research projects of the community and is accessible from offices, dormitories, libraries, and off-campus sites providing standard library catalog information, commercial databases, and campus information.

Development began in 1985 based upon available hardware and software on campus. Criteria essential to the building of the retrieval system included the design of a single search interface for different types of information (each database having the same search protocol) and several optional terminal interfaces to enable the widest campus distribution possible. The Carnegie Mellon community uses an array of computer terminals, workstations, and departmental computing systems. This variation in equipment posed a considerable technical challenge to introducing campus-wide compatibility. The first version was released to the campus in the Spring of 1986.

LIS was a centralized system housed on an IBM 3083 mainframe running IBM STAIRS retrieval software. At the time of its replacement by LIS II, the system contained 15 databases including an online full-text encyclopedia and dictionary, local library holdings (CMU libraries, SEI, and the Hunt Institute for Botanical Documentation), and a variety of vendor databases loaded from magnetic tape such as INSPEC and the Information Access Corporation products. Local campus information was also made available in Who's Who at CMU, an online version of the CMU

faculty, staff, and student directories. Full Boolean searching capability was supported with the default operator set at "and". Some system features included set limits and sorting, mailing of single records, and help screens at all levels. To access LIS from a non-library site a user i.d. and password were required. Authentication was set up to protect database licensing agreements. Online registration and notification of user passwords were tied to the campus electronic mail networks.

LIS II, the second generation, was released in test version in the CMU Libraries for the campus in the Fall of 1991 and is the first release of the information system developed by the Mercury Project. (The Mercury Project is the electronic library prototype of the future currently being developed at Carnegie Mellon. The project team consists of members from various units across the campus and is funded by internal and external sources.) It is a distributed system running on multiple servers currently using Newton, a software product from OCLC, as its retrieval system. Two user interfaces have been designed with the first release, a graphic user interface on a terminal emulation based on Curses. The type of computer in use dictates which interface a user may access. The Motif user interface can be accessed by workstations running the X Window System. The VTI00 user

interface is accessible from a variety of machines including Macintosh and IBM computers. Both user interfaces have been designed for ease of retrieval and accommodate features such as copying and pasting text, marking records, saving records to a file, mailing records, and limiting and sorting records. Authentication is necessary to log in and use all of the available commercial databases on the system. The system is distributed over Andrew, the campus network.

The project design followed the 239.50 standard as well as the Motif interface style guide. The distributed system is very different from the LIS mainframe design and provides cost effectiveness, reliability, and the feasibility to add databases as needs grow.

Existing workstation technology at the SEI will enable technical staff to access the Motif user interface, so for purposes of this paper, the following discussion will illustrate this interface. See figure 1 for a sample Motif search window.

The Motif interface involves the user in a series of button, menu, and window features selected by the mouse. The left mouse button is used for most command selections. The system features three windows, the Search Window, Records Window, and Browse Window. Full Boolean searching capability is supported with the default operator set at "adj." The truncation symbol is "?-".

To begin a search session, first select a database option from the SELECT menu displayed at the top of the Search Window. LIS II defaults to the CMU Library Catalog if no database is selected. In figure 1 the search string "software engineering" has been entered, the search button activated, resulting in a set of 642 records. To view those records the display button must be clicked, or the mouse button double clicked, when the result set is highlighted. The Records Window will display the first 100 records retrieved. You may move up and down the list and click on records of interest. At the bottom of the Records Window buttons are available for selections. At the top of the Records Window menu options are also available for selection. These menu options include the printing, saving, mailing, and marking of records.

A unique component of LIS II is the Browse Window. This is used to select keywords that appear in the databases to facilitate the search strategy. Each database is made up of multiple indexes created by the extraction and ordering of keywords from the source records. These indexes can be browsed in this window by using words, word stems, or phrases. A term may be browsed in all indexes or in specifically selected indexes, (i.e., author field index, title field index, notes field index, etc.). This window is selected by using a button option in Search Window.

Searches may be refined by selecting the various choices under the Limit and Options menus in the Search Window. Help is available under all window selections. On the Options menu, a Comment/Bug Report function is available. This function facilitates the opportunity for user feedback.

The evolving environment of LIS II is an educational as well as a research adventure. Future LIS II objectives include offering full-text document images, enhanced cataloging of monographs, and adding locally-produced databases. Providing workstation users with the ability to customize the interface to their own needs is also envisioned. The Mercury Project long-term goals embody expanding the breadth and depth of information conveyed by LIS II; studying user behavior patterns affected by

LIS II; and addressing concerns within the electronic publishing industry.

SEI Library

Electronic Mail

The SEI librarians and all SEI personnel connect to LIS using a simple command "library." The CMU Library catalog and the INSPEC FILE are the heaviest used databases. Databases such as the Periodicals Index, the Computer Database, and the Academic American Encyclopedia are also very popular.

A few years ago, library automation staff enhanced the online retrieval system by adding a "mail" feature which is available on all databases. Any patron searching the system can mail a record to himself via electronic mail. A simple command "mail" sends the record to the patron's account. The system even puts in the default address after the first initial search making it unnecessary for the patron to retype his electronic mail address. Within minutes, the mailed record is available at the patron's desktop. The same record (message) can be forwarded to the SEI Library for a book or article request. If the request is from the university's library collection the record is used again through electronic mail for a book loan or for a copy of an article. The SEI librarians communicate with their campus colleagues mostly via electronic mail. To assure fast delivery of the requested material, a daily courier service between the SEI Library and the university libraries was established. Another very useful application is the posting of an online catalog record on the electronic

bulletin board if a book is missing from the library shelves. Bulletin boards are read frequently, and many books have been returned within minutes after the post.

Online Request Form--Librequest

Since most of the SEI Library's communication is through electronic mail, the SEI librarians developed the online request form or "librequest." Librequest is the electronic version of the library literature request form which the library has used successfully for years. It is an all purpose form that can be used to order a book, to generate an online search, or to request an article. In order to use librequest, the SEI employee has to copy the online template into his account. Once established, the template can be used over and over again. Librequest is mailed to all SEI librarians simultaneously for processing via electronic mail. Most library users are very creative and insert the online card catalog record into the form or any other online records they have available, such as records from Dialog searches the library performed for them. A software engineers they enjoy manipulating online files, thus the library receives about 75% of its requests electronically. See figure 3 for a sample of an online request.

Current Awareness

The SEI Library is working very closely with the university librarians and has taken a great interest in the development of LIS. As part of the support and interest, the SEI Library is helping to finance the purchase of the IEE (Institute for Electrical Engineers, London, England) INSPEC file. The university library bought the rights to mount several years of online files from the IEE.

The INSPEC file, which covers computer science, electrical engineering, and physics, is by far the most heavily searched file at SEI. Unlimited access to LIS has helped to cut down the monthly Dialog bill. Many of the requested online searches are for recent publications usually covering a two-year span. If a wider search is needed by a patron, the SEI librarians utilize file 2, the INSPEC file of Dialog.

At the beginning of this year, the SEI library introduced a new library service utilizing the INSPEC file of LIS. The library sent an online memo to the institute's 12 project leaders offering to search CMU's INSPEC file for the latest information on a quarterly basis. The service is a pilot project which will become part of the library's regular services if there is enough interest. Project leaders are asked to send in a few key words germane to their area of research. The purpose is to keep researchers informed of the latest developments in their area of expertise. SEI librarians are using the mail feature of LIS to mail records to their accounts. The records are transferred to an online file, edited, and mailed to patrons electronically. The response from patrons using this new library service has been overwhelmingly positive, and the SEI Library decided to continue this new service.

Online File Application

Any SEI Library patron who is starting a new project will be in need of a large number of journal articles and books. Utilizing the described electronic mail feature, library system users at the SEI have yet another option to transfer records from LIS to their desk tops. This feature is the online file application.

After mailing all necessary individual records to the SEI account, library users can create an online file. Once the file is named patrons can insert an unlimited amount of records into the file. The file can be edited to achieve a more professional look. Records can be prioritized and records

from other sources can be added. Some library patrons create their own online bibliographies using this technology. Others use the file application to capture all records and mail them to the SEI Library through electronic mail. Some users favor the online request form. Either way, patrons enjoy dealing with the library electronically and enjoy manipulating data and records to their best advantage.

The SEI community is eagerly awaiting the full implementation of LIS II. One of the enhanced features of this new system is the technology which enables the library patron to select an unlimited number of library catalog records from any given menu and to mail this entire file to an SEI account in one single application. Mailing of individual records is no longer necessary.

Conclusion

In the future, the special relationship between the SEI Library and the CMU libraries will continue to grow. Interest in continuing and building ties is prevalent and important to our user community. We look with excitement and promise to future developments and liaisons.

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G. Lynn Tinsley occupies the position of Head, Engineering & Science Library at Carnegie Mellon University. She is the current Past Chair of the Engineering Division and is serving on the 1992-93 President's Visioning Committee.

Karola M. Yourison is Manager of Library Services at the Software Engineering Institute, Carnegie Mellon University. She is chairing the Duplicates Exchange Committee, Science and Technology Division of SLA.

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Special Features: illustration; forms

Industry Codes/Names: LIB Library and Information Science

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Online Request Form--Librequest

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HP(R) announces enhancements to electronic messaging solution, new release of OpenMail

Landre, Rebecca

Business Wire (San Francisco , CA , US) s 1 p 1

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April 19, 1994--Hewlett-Packard Company today announced enhancements to its leading, enterprisewide electronic messaging solution, which is based on HP OpenMail, HP X.400 and HP X.500. A new version of OpenMail, B.02, includes the following features:

- complies with X.400 1988 standards;
- integrates with X.500 directories;
- offers high-end scalability and performance;
- supports Lotus(R) Notes users;
- supports Japanese language users;
- supports P7 client users; and
- supports mobile clients.

HP also announced additions to its suite of messaging consulting and implementation services. The announcements were made here at the Electronic Messaging Association (EMA) Annual Conference.

With these announcements, HP strengthens its leadership position as a provider of a true client/server, standards-based, enterprise-scalable and flexible messaging solution.

"HP's basic business purpose is to improve the efficiency and effectiveness of people and organizations, and electronic messaging is a key function of this goal," said Willem P. Roelandts, HP vice president

and general manager of the Computer Systems Organization. "HP is pleased to assist global corporations with the design and implementation of client/server messaging architectures as corporate information utilities."

"OpenMail is the ideal solution for large organizations in which electronic messaging is a business-critical corporate asset," said Glenn R. Osaka, general manager of HP's Cooperative Computing Systems Division. "OpenMail provides information technology (IT) professionals with the reliability, scalability, performance and management capabilities they require to implement and operate a business-critical infrastructure. At the same time, it provides users with the flexibility and choice they demand without asking them to compromise."

"OpenMail usage is growing at seven times the rate of electronic messaging," said Osaka. That indicates to us, that the need for mission-critical messaging exists and that OpenMail is proving to be the preferred solution."

UNRIVALED SCALABILITY AND AVAILABILITY

OpenMail B.02 supports up to 25 percent more concurrent users per server than the previous version. This increase is due to a number of performance optimizations, including algorithm changes, code-path reductions and memory allocations.

OpenMail availability has been increased to 24/7 for mirrored disk systems, while downtime has been reduced to scheduled backup time for nonmirrored disk systems. All OpenMail housekeeping and maintenance utilities can be executed while the system is operating.

COMPLETE INTERNATIONAL STANDARDS COMPLIANCE

HP continues its commitment to international standards with OpenMail B.02, which now includes support for X.500, P7 clients, U.S. Government Open Systems Interconnection Profile (GOSIP) service elements and Multipurpose Interment Mail Extension (MIME).

OpenMail B.02 integrates with X.500 directories via the standard XDS interface. OpenMail directories can be loaded from X.500 using new OpenMail commands. OpenMail Clients of Choice can continue to use their existing directory interfaces to OpenMail directories, with the benefit of fast, efficient look-ups and no end-user retraining.

OpenMail B.02 also supports connections of user agents via the P7 protocol and that, as a message store, OpenMail conforms to all mandatory GOSIP specifications. Testing has been performed with the MAXWare Mailmax.400 and DCL clients. These P7 user agents, then, become additional client of choice options for OpenMail users.

Additionally, HP announced plans for OpenMail's native SMTP gateway to include support for MIME, a standard mechanism for transmitting binary attachments over SMTP(1). OpenMail, in many companies' installations today, serves as a bridge between X.400 and the Internet. The addition of

MIME support will enable transparent and reliable distribution of all types of data, including binary files, between the two networks.

NEW MANAGEMENT FEATURES

HP also announced that OpenMail administration now includes the following key new features and benefits:

- In-tray and wastebasket -- items that are older than an administrator- configured date now can be deleted automatically. This capability provides administrators with improved management of system resources.
- Password Aging -- OpenMail users now can use the same password for both UNIX(R) system-based mail and OpenMail. A message can be set up to warn a user automatically that a log in password has aged and must be changed. This capability helps administrators ensure password security.
- Idle client time-out -- OpenMail administrators can now configure an idle time after which clients are logged off. This capability is especially beneficial for those customers who bill their users based on connect time.
- Bulletin board access control -- user access to bulletin boards now can be configured for read, write and/or delete capability on a per user, per server or per network basis, which provides users and administrators with additional security-management capability.
- Networked bulletin boards -- bulletin boards on multiple OpenMail servers now can be linked and updated through a synchronization and replication mechanism. Bulletin boards become enterprisewide and enable corporate information sharing.
- Public-distribution-list synchronization -- public distribution lists now can be stored in the OpenMail

directory, and updated during directory synchronization. This takes the burden of managing updates to public distribution lists off the user.

EXPANDED FLEXIBILITY

NEW CLIENTS OF CHOICE FOR THE CORPORATE INFORMATION UTILITY

As the work place becomes increasingly information intensive, organizational success depends more and more on giving individuals the information they need at the right time and in the right form. HP's electronic messaging solution provides users with a "corporate information utility" that enables them to distribute any type of information, anywhere.

HP's corporate information utility is the integration point for

all types of applications, including groupware. The utility allows users to select the desktop platform, e-mail interface and mail-enabled groupware application of their choice: Clients of Choice. It provides users with transparent and consistent access to directory, routing and transport services.

For IT, the utility provides a corporate directory, security system, a scalable platform to support thousands of users and ease of management from a single location.

One of the keys to the corporate information utility is HP's full-featured user agent layer API and its support for major industry APIs, such as vendor independent messaging (VIM), messaging

application programming interface(MAPI), common message calls (CMC) and P7. HP provides flexibility in separating the client interface from the messaging server through its support of these APIs. The client capabilities announced today extend HP's existing support for its own graphical user interfaces (GUI) for nearly every desktop platform: Lotus cc:Mail for Windows(tm) and OS/2; Microsoft(R) Mail for Windows; Applix Aster*x and Clarity Rapport for UNIX system-based workstations; calendars and schedulers such as Microsoft Schedule+ and Dexotek Unison; and forms, such as Jetforms.

NEW MOBILE CLIENT SUPPORT

HP recognizes that mobile users of the corporate information utility need access to messaging services regardless of location. This means that whether users are telecommuting from home, a remote office or a hotel room, they need to be able to send and receive any type of object or document.

OpenMail B.02 now supports mobile users in three ways:

- It supports a serial connection for remote dial-up access for users of the OpenMail GUI on Windows and Macintosh devices. The user remains connected to the OpenMail server throughout the session and can read, compose and send messages continuously.
- It supports remote users of Microsoft Mail 3.2. A user downloads mail, via a modem, from the OpenMail message store to the local Microsoft Mail message store, disconnects, and continues off-line composition and reading of messages. Sending messages is done by reconnecting. The user can download "in-tray" items and selectively download the OpenMail directory to assist in preparing new messages. With HP's solution, the user only needs the standard Microsoft Mail client product, not the special Microsoft Mail Remote client product.
- OpenMail B.02 now supports Lotus cc:Mail Mobile for Windows and for the HP 100LX palmtop PC via modems, serial connections, serial connections through terminal servers, TCP/IP LAN(2) connections and wireless modems. HP's support for Lotus cc:Mail Mobile will allow users

to use the local message store of the mobile client and to connect to an OpenMail server for periodic sending and receiving of messages.

Microsoft Mail and the Lotus cc:Mail Mobile clients are suitable solutions for users in branch offices. The remote access to an OpenMail server eliminates the need for a local server and its administration.

NEW LOTUS NOTES CLIENT

HP's implementation of the VIM specification now will enable Lotus Notes users to use Lotus cc:Mail 2.0 as their client interface and HP OpenMail as the engine for mailing Lotus Notes documents. It will allow Lotus Notes users to use the HP OpenMail directory and transport services from within Lotus Notes. A cc:Mail

post office
is

not required. This implementation provides consistent messaging services for groupware and electronic-mail users throughout the enterprise and reduces operating costs by eliminating the need to manage two directories and messaging services.

NEW MULTIBYTE CLIENT

OpenMail is designed for the global enterprise, and the OpenMail GUI is available in 11 languages. OpenMail GUI for Windows will be available in Japanese. This localization was made possible through OpenMail's new support for multibyte character sets. Localization of other languages that require multibyte characters are planned for the future. In anticipation of growth in the Asia-Pacific market, HP is working with a number of partners and resellers in Asia-Pacific countries. Also, HP plans to support cc:Mail in Japanese.

NEW OPENMAIL SOLUTION CATALOG

Industry partner products complement and extend the flexibility of the HP electronic messaging solution. A catalog, literature 5692-9414E, of the third party products and services that integrate with OpenMail, was distributed at the EMA Conference. It is available, free of charge from HP's Customer Information Center at 1-800-637-7740.

NEW INTEGRATION SERVICES

HP adds value to HP OpenMail, its electronic messaging solution with a suite of professional services that ensure a rapid, successful transition to an open, distributed client/server messaging backbone and corporate information utility. HP's Professional Services Organization (PSO) uses proven methodologies and sophisticated tools

to deliver design and implementation services that enable companies to do the following:

- develop a complete management environment, including the ability to define operator roles and responsibilities, monitor and manage all aspects of OpenMail and X.400 and generate usage statistics and reports;
- implement mail-enabled applications such as forms and workflow; and
- control messaging costs through various means, such as performance and storage optimization.

These services complement the professional services HP already provides to large corporations:

- interconnect existing legacy and PC LAN mail systems;
- migrate e-mail, calendars, documents and directories from legacy office systems and PC LAN environments;
- establish global directory services, and develop naming conventions and routing;
- analyze requirements for infrastructure design, system sizing and configuration; and
- deliver executive, technical and user training.

CHOICE WITHOUT COMPROMISE

HP OpenMail is a flexible and manageable client/server, standards-based solution that allows companies to simplify their messaging architecture, to regain management control and to reduce operating costs. OpenMail's support for direct connection of leading e-mail clients and groupware applications simplifies the messaging environment by reducing or eliminating the need for gateways and offering enterprise directory, simple addressing and security advantages. Integration of OpenMail and HP X.400 with HP OpenView OperationsCenter allows messaging servers to be managed from a central graphical workstation and gives IT staff simplified control over a distributed messaging backbone.

HP messaging services are installed at thousands of customer sites with more than 1 million mailboxes worldwide. HP is committed to providing scalable, open, manageable messaging solutions that offer choice without compromise.

Hewlett-Packard Company is an international manufacturer of measurement and computation products and systems recognized for excellence in quality and support. The company's products and services are used in industry, business, engineering, science, medicine and education in approximately 110 countries. HP has 96,600 employees and had revenue of \$20.3 billion in its 1993 fiscal year.

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Notes:

- (1) SMTP stands for Simple Mail Transfer Protocol.
- (2) TCP/IP stands for Transmission Control Protocol/Internet Protocol.

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Company Names: Hewlett Packard Co, Palo Alto, CA, US, DUNS:00-912-2532, SIC:3825;3573, Ticker:HWP
Classification Codes: 8650 (Electrical & electronics industries); 7500 (Product planning & development)
Descriptors: Electronics industry; Product introduction; Pacific

Text:

...capability is especially beneficial
for those customers who bill their users based on
connect time.
- Bulletin board access control -- user access to
bulletin boards now can be configured for read, write
and...
...linked and
updated through a synchronization and replication
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- Public-distribution-list synchronization -- public
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-IBM: Lotus continues to accelerate into small and medium-size marketplace

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March 27, 1998

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Document Type: Newswire ; Trade

Word Count: 1717

Text:

M2 PRESSWIRE-27 March 1998-IBM: Lotus continues to accelerate into small
and medium-size marketplace (C)1994-98 M2 COMMUNICATIONS LTD

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-- Newest versions of Domino Intranet Starter Pack, Domino.Merchant
Server Pack and Instant!TEAMROOM available within 30 days

Lotus today announced that it will begin shipping Domino Intranet
Starter Pack 2.0 and Domino.Merchant 2.0 Server Pack within two weeks.
These solutions allow small and medium-sized businesses (SMB) to quickly
and cost-effectively implement intranet and e-business solutions that
leverage Domino, the industry's leading messaging and groupware solution.
Domino Intranet Starter Pack 2.0, a powerful yet easy-to-use intranet
solution that delivers world class messaging, enables growing businesses to
quickly realize the productivity benefits of standards-based Internet mail,
group calendaring, faxing, information sharing and network collaboration.

Domino.Merchant 2.0 Server Pack is a complete, customizable software
solution that helps smaller, growing businesses take maximum advantage of
leading edge Internet commerce technologies. This award-winning product
provides everything required to deploy an Internet commerce-enabled Web
site quickly and easily, with minimal Internet programming experience.
Lotus also announced today that an updated version of Instant!TEAMROOM,
Lotus' first Instant!-branded, user-initiated groupware application, will

be available to Lotus 'Net Service Providers (NSPs) in April. These three offerings comprise the cornerstone of Lotus' overall SMB initiative, designed to provide small and medium-sized businesses with easy-to-use, collaborative solutions that leverage the powerful, inherent capabilities in Domino, such as workflow, security and replication, to effectively communicate among employees, partners, vendors and customers.

"Growing businesses need solutions that allow them to quickly gain a competitive advantage in today's fast-paced economy," said Eileen Rudden, senior vice president of Lotus' Communications Products Division. "These productivity-enhancing solutions allow organizations to leverage the Internet to communicate and collaborate with their constituencies and automate their existing operations."

Domino Intranet Starter Pack 2.0 Provides Users Most Robust Messaging and Mobile Capabilities

Domino Intranet Starter Pack 2.0 is a packaged intranet solution that includes the Lotus Domino server, a choice of five Lotus Notes 4.6 clients or Microsoft Internet Explorer 4.0/Netscape Navigator 4.0 Web browsers, Internet mail and calendaring, and 12 ready-to-work business applications. Once deployed, users benefit from communication with Internet mail, phone directory, document sharing and online discussions. Customers also can automate business processes by using customer, project and account management applications, and create an engaging Web site with a few simple steps.

The Notes 4.6 client enables users to benefit from Notes' world class messaging and mobility. Utilizing Notes' unparalleled mobile support, disconnected users receive rich functionality, allowing them to access their e-mail, calendaring and scheduling, and other intranet applications as they work remotely. Domino Intranet Starter Pack 2.0's advanced calendaring and scheduling capabilities enable Internet mail and calendaring users to take advantage of free-time search and directory lookup capabilities. In addition, users can send faxes right from their desktop and because the fax server integrates with their messaging system, users can send messages to a wide audience and specify whether a recipient should receive the message via fax or e-mail.

Domino.Merchant 2.0 Server Pack Enables End-to-End Commerce Solution to Encompass The Entire Selling Cycle

Domino.Merchant 2.0 Server Pack provides electronic commerce application templates, including an online storefront, multiple product catalogs and real-time, workflow-augmented order processing capabilities to enable growing businesses to have electronic commerce capabilities that mirror their existing business processes. The commerce applications help merchants establish long-term relationships with Web users through new and updated commerce capabilities that:

- Offer one-to-one marketing capabilities, including discounts and promotions designed for specific people, groups and organizations;
- Provide real-time order processing capabilities through connections to CyberCash payment software, Taxware International's taxation software, and integration with United Parcel Service's (UPS) track and trace systems;
- Securely sell and deliver digital goods online; and
- Integrate with existing EDI-based systems with an included demonstration version of Market Data System's (<http://www.mdsgroup.com>) eCENTRIC EDI product, supporting outbound X.12 and EDIFACT EDI

capabilities.

Also included with Domino.Merchant 2.0 Server Pack is SiteCreator 2.0, an easy-to-use Web site creation wizard that walks business professionals through the process of describing the way their Web site needs to work, and then rapidly assembles complex software components for maximum site efficiency. In addition to e-commerce applications, the software includes a complete set of non-commerce applications, enabling smaller businesses to provide a complete external e-business presence for their customers.

Together these features provide growing organizations everything necessary to quickly establish an affordable business-to-business and business-to-consumer e-commerce presence. Domino.Merchant 2.0 Server Pack helps small organizations compete with larger organizations by extending e-commerce beyond the boundaries of transaction processing to include all of the pre- and post-sales activities required to get the greatest return on an e-commerce investment. This complete e-commerce solution, building on the core applications of the Domino Intranet Starter Pack, offers users market-leading content management features and tight integration with groupware technologies that are critical to the development of workflow applications.

"Lotus has provided small businesses with an e-commerce application that is powerful, quick and easy to use," said Clyde Shiigi, vice president, Datahouse. "Domino.Merchant has helped our customers make full use of the Internet and expand their small businesses to attract a larger audience."

Teams Collaborate On the Web Instantly Through Rentable Applications Instant!TEAMROOM 1.5, the updated version of Lotus' first Instant!-branded, user-initiated groupware application, is expected to be available to Lotus 'Net Service Providers ('NSPs) in April. Instant!TEAMROOM allows workgroups and teams to self-subscribe via 'NSPs to quickly and easily establish a private workspace outside of any one corporate firewall on the Web for collaborating on projects in an

accessible, secure and affordable manner. This updated version is based on the Domino Instant! Host platform, the hosting platform which enables end-user self-subscription to Domino-based collaborative applications, including Lotus' Instant!TEAMROOM, and will offer a new, more graphical user interface and selective e-mail notification of new teamroom postings.

Business Partners and VARs Utilize Lotus' SMB Offerings to Provide Customers Competitive Advantage

Both Domino Intranet Starter Pack 2.0 and Domino.Merchant 2.0 Server Pack are fully customizable for Business Partners and value-added resellers (VARs) who want to build add-on business applications for a customer's intranet or Internet infrastructure, enabling growing businesses to increase profitability by utilizing e-business applications. With the enhanced customization options in Domino Intranet Starter Pack 2.0 and Domino.Merchant 2.0 Server Pack, Business Partners and VARs can easily plug in custom or add-on business applications to a customer's intranet, enabling them to tailor the solution as the customer's business needs expand. By developing user-initiated applications with Instant!TEAMROOM for Domino Instant! Host, Business Partners and VARs are able to reach a

broader market of customers and teams.

"Domino Intranet Starter Pack 2.0 allows us to deploy solutions in a quick and powerful manner, offering an immediate return on our investments," said Russ Bryant, vice president, Trinity Technologies Consulting Inc. "Our SMB customers were looking for an e-mail and application network that was easy to install and maintain, and Domino Intranet Starter Pack 2.0 provided these benefits, as well as a strategic solution to solve business problems."

Lotus Provides Business Partners and VARs Services and Support

In addition to providing a complete set of offerings, Lotus is continuing its channel initiatives to enable its Business Partners, 'NSPs, Internet Service Vendors (ISVs) and VARs to implement and support these solutions for their growing business customers. VAR Central, a Web site managed by Lotus' Business Partner Enablement group, provides Domino Intranet Starter Pack 2.0 and Domino.Merchant 2.0 Server Pack product information, and materials for download and self-paced training. After passing a brief technical exam, VARs and Business Partners can post their company's contact information and URLs on Lotus' product page, providing them with an additional vehicle for attracting potential customers. Business Partners and VARs can access the site at <http://www.lotus.com/var>. Information on Instant!TEAMROOM can be accessed at <http://www.lotus.com/instant>.

In addition, Lotus offers the e-business Development for Growing Enterprises (eDGE) fund, a program that supports Business Partners and VARs in the development and deployment of Lotus Domino-based e-business solutions for small and medium-size businesses. Details on the program can be found on the eDGE fund Web page at <http://developmentfund.nfibonline.com>.

Pricing and Availability

Domino Intranet Starter Pack 2.0 will be available on the Windows NT platform in both English and International English for an estimated retail price (ERP) of \$1695.00. Domino.Merchant 2.0 Server Pack, part of the IBM Net.Commerce family of e-commerce products, will be available on Windows NT for an ERP of \$3495.00 for a single processor and \$8995.00 for a multiprocessor. Upgrade pricing of \$2621.00 (ERP) to Domino.Merchant 2.0 Server Pack is available to licensed users of Domino.Merchant 1.0, Domino Intranet Starter Pack 1.0 and Domino Intranet Starter Pack 2.0. Instant!TEAMROOM subscriptions are available through a growing list of Lotus Business Partners, ISPs, 'NSPs and Alliance Partners via links from the Instant!TEAMROOM Web site (<http://www.lotus.com/instant>). Subscription rates are determined by the individual ISPs, 'NSPs and Alliance Partners hosting the service. Instant!TEAMROOM currently supports Netscape Navigator 3.x and Microsoft Internet Explorer 4.x.

Lotus Development Corporation, founded in 1982, is a subsidiary of IBM Corporation. Lotus offers high quality software products and services that reflect the company's unique understanding of the new ways in which individuals and businesses must work together to achieve success. Lotus' innovative approach is evident in a new class of applications that allow users to access and communicate information in ways never before possible, both within and beyond organizational boundaries. Lotus now markets its products in more than 80 countries worldwide and provides numerous professional consulting, support and education services through the Lotus

Services Group.

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Net Casts Steel Sector In A New Mould

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The steel sector has taken the lead exploiting the Internet for the efficiencies it can bring. Interestingly, almost every leading player in this sector is using the Net right from the front end/customer interface level to the backend and further downstream to the supplier level. Each of the companies has also entrenched the Internet in its daily working through employee connectivity mechanisms and knowledge management initiatives among others. Lets start at the organization level - at Jindal Iron & Steel Co (Jisco) the Internet/intranet is being used to provide controlled access to all the middle management executives to facilitate Internet search for operational problem solving, get updated on new developments and develop new suppliers for critical spares. At Tisco, the intranet has been used since the end of 1996 and helps employees in the access of news, circulars, etc, and is also the main gateway for all corporate applications, eg, SAP, legacy systems, directory server, emails, pagers and short messaging services (SMS) messages. It is also proving to be the most efficient form of communication for the MDs monthly address to the workforce using video streaming technology. Moving out of the immediate organization, these companies have also extended the efficiency of technology to their customer, dealer and supplier communities. Says an Essar Spokesperson: "We have realised quite early that in a cyclical industry when input costs could make or break a company, it is essential to invest in technology that would make the vital difference. It helps our customers save costs and hence we are able to retain and also increase our customer base". These are early days, say company officials, and hence Essar Steel has concentrated primarily on the customer side and not so much on the supplier side. But the company has plans on the supplier side as well. At Jisco, however, efforts are being made to reduce the total procurement cycle time by posting the companys supply requirements on its website and getting quotations from the suppliers. This idea would be further developed, say company officials to enable online vendor registration, carry out negotiations and provide information about the status of supply to the vendors. Tisco has taken the lead on the supplier end and in fact the first of the initiatives taken to e-enable any system in the company was for the supply chain procurement process. E-Procurement was launched in Mar 2000 on

www.tatasteel.co.in for the suppliers registered with the purchase department. The site is integrated with the backend legacy system, an IBM mainframe and now with SAP. The company started an "e-procurement" site for registered suppliers. It began with 11 suppliers integrated with the backend system and kickstarted the initiative with its maintenance repair and operations (MRO) purchase department. The site provides a range of outgoing and incoming information related to suppliers which includes RFQs (request for quotations), orders, delivery orders,

change orders, material receipt status and payment details. One new feature that was made available was a reminder for the upcoming and the delayed delivery schedules against orders not available in the manual system. For Tiscos rapid order section (ROS), all the suppliers have been made e-partners and all the transaction details are now available on the e-procurement site. There are about 500 enquiries per month and 1400 quotes received by the section, says Ms Rashmi Kumari of Tisco. She adds that plans are afoot to obtain online feedback from e-partners at regular intervals and get online acceptance of code of conduct and provide facilities like receiving SMS messages on mobile phones, have online negotiations and create a suggestion management system for the suppliers. While efforts on the supplier side are still gathering steam in most steel companies, the customer side has seen a more consistent effort from the leading players in the sector. Jisco has promoted a steel portal "Steelemart" to sell its products electronically directly to customers. Through this portal, on-line auctions are also carried for the seconds material. Updated information about all the products being offered by the company is also available on the companys website and customers can send their request for quotations through e-mail. The company also plans to provide an Internet-based interface to the customers to register their complaints online and also see the status of their orders on real time basis, says Jisco director for operations Dr Vinod Nowal. Essar Steel has installed SAP R3 and has also given Web-based access to its leading customers who are then able to access the CRM module. The company has all its leading customers linked to the module and they can access all information relevant to them online. At Tisco key customers have their own site www.sales.tatasteel.co.in which provides their order, credit status & payment details, etc. One area where the site has been particularly useful is for customers buying obsolete capital and waste material. The site has an e-auctions & tenders segment on the site. Customers can give secured quotes for tenders and bids for auction of any item in the catalogue in the pre-determined time frame. After the due time, a decision is taken electronically and the result is sent to the customer getting the order. The whole process is online and while the auction was launched this year, the last year saw 75 per cent of the total tender business by the secondary products division conducted online.

Company Names: Jindal Iron & Steel Ltd; SAP AG
Descriptors: Company News; Human Resources & Employment
SIC Codes/Descriptions: 3312 (Blast Furnaces & Steel Mills)
Naics Codes/Descriptions: 331111 (Iron & Steel Mills)

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AMO's Net-based trading platform

Fauziah Muhtar
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ADVANCED Manufacturing Online (AMO), an electronic market (e-market) solution provider for the hi-tech manufacturing industry, has announced the availability of ECpart, a dynamic digital marketplace.

This new service is part of the company's ECnet flagship service designed to provide a global delivery of supply chain solution and helps manage inventory management, component trading and logistics.

AMO Ltd's Asia vice president Chris Crawley said the ECpart is a service for ECnet users who are engaged in the messaging.

"ECpart facilitates the dynamic trading of electronic components through its market exchange, developed specifically for hi-tech materials. It's kind of a one-stop shopping for inventory on a global basis and on the Net."

The service offers buyers and sellers a 24-hour and seven days a week trading platform with secure and anonymous businesses.

Crawley said the Internet-based trading platform has gone live on the Net starting from Feb 22 and provides over US\$26 million (RM98.8 million) worth of components ready for immediate sales and delivery.

The system works when a buyer enters the ECpart system which enables the user to conduct searches for a component or part using criteria like part number, category or manufacturer.

If the part is not located, then the buyer may post a request for quote for any ECpart sellers to examine.

The platform provides buyers and sellers with complete anonymity and the ability to negotiate in real time based on a fixed-price, best-offer trading model.

Once a purchase order (PO) has been entered into the system, directions instruct the buyer to post funds into an escrow account to pay for the post of parts, transportation and taxes.

All communications, logistics and fulfilment are electronically handled through the ECpart.

Sellers are also able to load part details and list specific quantities for sale through the ECpart. Sellers are able to receive bids, and are able to select or negotiate a bid prior to any commitment to a buyer PO.

Sellers are paid after the buyer has received the product and has up to 56 hours to approve the product.

Crawley said both assembler and component manufacturers can sign at the company's Web page to register as seller and buyer. The service is charged according to the transaction.

ECnet offers an integrated suite of Internet-based supply chain management solutions which is strengthened with several value-added services like the ECpart.

Locally, there are 20 assembler companies and 420 component manufacturers that are linked to the ECnet.

"Our customers locally are mostly electronics and contract manufacturers," said AMO Malaysia's deputy general manager Soon Koi Voon.

Updating on the ECnet growth, Soon said since it went live on Feb 1, 1998, the service has grew from 1,000 transactions per month to over 100,000 which are valued at over US\$500 million.

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